

49. With regard to the Financial Ombudsman Service (FOS), an insurance broker should be aware that
- A. all policies come under the authority of the FOS.
 - B. any decision made by the FOS is not binding on the complainant.
 - C. complainants have a maximum of six years after policy inception to refer a claim to the FOS.
 - D. the maximum FOS award is £430,000 including costs.

Key Option: B

Learning Outcome: 5.6