



# Financial Services and Markets Act 2000

## 2000 CHAPTER 8

### PART XXIX

#### INTERPRETATION

##### [<sup>F1</sup>419A Claims management services

- (1) In this Act “claims management services” means advice or other services in relation to the making of a claim.
- (2) In subsection (1) “other services” includes—
  - (a) financial services or assistance,
  - (b) legal representation,
  - (c) referring or introducing one person to another, and
  - (d) making inquiries,but giving, or preparing to give, evidence (whether or not expert evidence) is not, by itself, a claims management service.
- (3) In this section “claim” means a claim for compensation, restitution, repayment or any other remedy or relief in respect of loss or damage or in respect of an obligation, whether the claim is made or could be made—
  - (a) by way of legal proceedings,
  - (b) in accordance with a scheme of regulation (whether voluntary or compulsory),  
or
  - (c) in pursuance of a voluntary undertaking.
- (4) The Treasury may by order provide that a claim for a specified benefit is to be treated as a claim for the purposes of this section.
- (5) The Treasury may specify a benefit under subsection (4) only if it appears to the Treasury to be a social security benefit, payable under the law of any part of the United Kingdom, designed to provide compensation for industrial injury.]

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**Changes to legislation:** There are outstanding changes not yet made by the [legislation.gov.uk](https://www.legislation.gov.uk) editorial team to Financial Services and Markets Act 2000. Any changes that have already been made by the team appear in the content and are referenced with annotations. (See end of Document for details) [View outstanding changes](#)

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#### Textual Amendments

- F1** Ss. 419A, 419B inserted (E.W.S.) (6.10.2018) by [Financial Guidance and Claims Act 2018 \(c. 10\)](#), [ss. 27\(11\)](#), [37\(5\)](#); [S.I. 2018/1045](#), [reg. 2\(a\)](#)

**Changes to legislation:**

There are outstanding changes not yet made by the legislation.gov.uk editorial team to Financial Services and Markets Act 2000. Any changes that have already been made by the team appear in the content and are referenced with annotations.

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**Changes and effects yet to be applied to the whole Act associated Parts and Chapters:**

- Act power to amend conferred by [2023 c. 29 s. 67\(2\)](#)
- Act power to amend or repeal conferred by [2023 c. 29 s. 1517](#)
- Act power to apply (with modifications) conferred by [2023 c. 29 Sch. 11 para. 165](#)
- Act power to apply conferred (temp. until 15.5.2039) by [2014 c. 21 s. 79\(4\)](#)
- Act power to apply conferred (temp. until 15.5.2039) by [2014 c. 21 s. 81\(10\)](#)
- Act power to modify conferred by [2023 c. 29 s. 1317](#)

**Whole provisions yet to be inserted into this Act (including any effects on those provisions):**

- Pt. 18 Ch. 3C inserted by [2023 c. 29 s. 18\(3\)](#)
- Pt. 17 Ch. 3B inserted by [2023 c. 29 s. 64\(3\)](#)
- Pt. 5A inserted by [2023 c. 29 s. 8\(2\)](#)
- Pt. 8B inserted by [2023 c. 29 Sch. 8 para. 1](#)
- Pt. 20C inserted by [2016 c. 14 s. 30\(3\)](#)
- s. 1A(6)(czc) inserted by [2023 c. 29 s. 59\(2\)](#)
- s. 1B(4A) inserted by [2023 c. 29 s. 25\(2\)](#)
- s. 1K(1A) inserted by [2023 c. 29 s. 28\(3\)](#)
- s. 1N(6) inserted by [2023 c. 29 s. 46\(3\)](#)
- s. 1O(6A) inserted by [2023 c. 29 s. 46\(4\)](#)
- s. 1P(7) inserted by [2023 c. 29 s. 46\(5\)](#)
- s. 1Q(4A) inserted by [2023 c. 29 s. 46\(6\)](#)
- s. 1EB inserted by [2023 c. 29 s. 25\(3\)](#)
- s. 1JA(ca) inserted by [2023 c. 29 s. 28\(2\)](#)
- s. 1JA(2A)-(2E) inserted by [2023 c. 29 s. 35\(2\)](#)
- s. 1MA inserted by [2023 c. 29 s. 46\(2\)](#)
- s. 1QA inserted by [2023 c. 29 s. 41](#)
- s. 1RA inserted by [2023 c. 29 s. 45\(2\)](#)
- s. 1RB and cross-heading inserted by [2023 c. 29 s. 36\(1\)](#)
- s. 2H(1)-(1B) substituted for s. 2H(1) by [2023 c. 29 s. 25\(4\)\(b\)](#)
- s. 2I(1A) inserted by [2023 c. 29 s. 28\(4\)](#)
- s. 2M(6) inserted by [2023 c. 29 s. 46\(8\)](#)
- s. 2AB(3)(ca) inserted by [2023 c. 29 s. 59\(3\)](#)
- s. 2LA inserted by [2023 c. 29 s. 46\(7\)](#)
- s. 2MA inserted by [2023 c. 29 s. 42](#)
- s. 2NA inserted by [2023 c. 29 s. 45\(3\)](#)
- s. 2NB and cross-heading inserted by [2023 c. 29 s. 36\(2\)](#)
- s. 3D(4)-(6) substituted for s. 3D(4) by [2023 c. 29 s. 28\(6\)](#)
- s. 3E(2)(ga) inserted by [2023 c. 29 s. 8\(4\)](#)
- s. 3I(3)(a)(i) words in s. 3I(3)(a) renumbered as s. 3I(3)(a)(i) by [2023 c. 29 s. 8\(5\)\(a\)](#)
- s. 3I(3)(a)(ii) and word inserted by [2023 c. 29 s. 8\(5\)\(b\)](#)
- s. 3RA-3RD and cross-heading inserted by [2023 c. 29 s. 29\(2\)](#)
- s. 3RE inserted by [2023 c. 29 s. 30\(2\)](#)
- s. 21(2A) inserted by [2023 c. 29 s. 20\(2\)](#)
- s. 31(1)(aa) inserted by [2021 c. 22 s. 22\(2\)](#)
- s. 32A inserted by [2021 c. 22 s. 22\(3\)](#)
- s. 32A power to apply (with modifications) conferred by [2021 c. 22 s. 23\(10\)](#)
- s. 36A and cross-heading inserted by [2021 c. 22 s. 22\(4\)](#)
- s. 55A(6) inserted by [2023 c. 29 Sch. 5 para. 4](#)
- s. 55R(1)(ba)(bb) inserted by [2023 c. 29 Sch. 5 para. 6](#)
- s. 55U(3A) inserted by [2023 c. 29 Sch. 5 para. 7](#)

- s. 55V(5)(e) and word inserted by 2023 c. 29 Sch. 5 para. 8(b)
- s. 55X(1)(f)(g) inserted by 2023 c. 29 Sch. 5 para. 9(2)(b)
- s. 55X(4)(ea)(eb) inserted by 2023 c. 29 Sch. 5 para. 9(3)(b)
- s. 55Y(1A)(1B) inserted by 2023 c. 29 Sch. 5 para. 10(2)
- s. 55Z3(2A) inserted by 2023 c. 29 Sch. 5 para. 12
- s. 71J and cross-heading inserted by 2021 c. 22 Sch. 8 para. 4
- s. 86(9A) inserted by S.I. 2019/707 reg. 8(9) (This amendment not applied to legislation.gov.uk. Reg. 8(6)-(10) omitted (6.9.2019) by virtue of S.I. 2019/1234, regs. 1(2), 13(c))
- s. 87A(11) inserted by S.I. 2019/707 reg. 10(5) (This amendment not applied to legislation.gov.uk. Reg. 10(4)(5) omitted (6.9.2019) by virtue of S.I. 2019/1234, regs. 1(2), 15(b))
- s. 124(10)(c)(i) word omitted by S.I. 2019/310 reg. 5(11)(b) (This amendment not applied to legislation.gov.uk. Reg. 5(11)(b) omitted immediately before IP completion day by virtue of S.I. 2020/1385, regs. 1(4), 51(2)(e))
- s. 129(7)(a) word inserted by S.I. 2019/310 reg. 5(12)(a)(i) (This amendment not applied to legislation.gov.uk. Reg. 5(12)(a)(b) omitted immediately before IP completion day by virtue of S.I. 2020/1385, regs. 1(4), 51(2)(f))
- s. 129(7)(c) omitted and word by S.I. 2019/310 reg. 5(12)(a)(ii) (This amendment not applied to legislation.gov.uk. Reg. 5(12)(a)(b) omitted immediately before IP completion day by virtue of S.I. 2020/1385, regs. 1(4), 51(2)(f))
- s. 137T(aa) inserted by 2023 c. 29 s. 66(2)
- s. 137AA inserted by 2021 c. 22 Sch. 8 para. 5
- s. 137GA inserted by 2021 c. 22 Sch. 8 para. 6
- s. 138D(5)(zaa) inserted by 2023 c. 29 s. 8(6)
- s. 138I(2)(ba) inserted by 2023 c. 29 s. 31(3)(a)
- s. 138I(4A)-(4D) inserted by 2023 c. 29 s. 53(1)
- s. 138I(8A)(8B) inserted by 2023 c. 29 s. 31(3)(b)
- s. 138J(2)(ba) inserted by 2023 c. 29 s. 31(4)(a)
- s. 138J(4A)-(4D) inserted by 2023 c. 29 s. 53(2)
- s. 138J(8A)(8B) inserted by 2023 c. 29 s. 31(4)(b)
- s. 138BA inserted by 2023 c. 29 s. 34(2)
- s. 138EA inserted by 2023 c. 29 s. 31(2)
- s. 138IA inserted by 2023 c. 29 s. 43(2)
- s. 138IB inserted by 2023 c. 29 s. 44(2)
- s. 138JA inserted by 2023 c. 29 s. 43(3)
- s. 138JB inserted by 2023 c. 29 s. 44(3)
- s. 141B inserted by 2023 c. 29 s. 65(2)
- s. 166A(9A) inserted by 2023 c. 29 s. 11(3)
- s. 213(10A)(10B) inserted by 2021 c. 22 Sch. 8 para. 7
- s. 214(5A) inserted by 2021 c. 22 Sch. 8 para. 8
- s. 217ZA217ZB inserted by 2023 c. 29 Sch. 12 para. 5
- s. 219(1A)(ba) inserted by 2023 c. 29 Sch. 12 para. 6
- s. 220A inserted by 2023 c. 29 Sch. 12 para. 7
- s. 224(4ZA)(4ZB) inserted by 2021 c. 22 Sch. 8 para. 9
- s. 232A(1) words in s. 232A renumbered as s. 232A(1) by 2023 c. 29 s. 28(9)(a)
- s. 232A(2) inserted by 2023 c. 29 s. 28(9)(b)
- s. 261E(A1) inserted by 2023 c. 29 s. 64(2)(a)
- s. 300F300G and cross-heading inserted by 2023 c. 29 s. 9(2)
- s. 300H inserted by 2023 c. 29 s. 11(2)
- s. 300H(4) repealed by 2023 c. 29 Sch. 1 Pt. 4
- s. 300I-300M and cross-heading inserted by 2023 c. 29 s. 49(2)
- s. 312E(4) inserted by 2023 c. 29 s. 11(5)(c)
- s. 312F(1) words inserted by 2023 c. 29 s. 11(6)(a)
- s. 312F(1) words inserted by 2023 c. 29 s. 11(6)(b)
- s. 348(2A) inserted by 2023 c. 29 Sch. 12 para. 9(2)
- s. 348(5)(da) inserted by 2023 c. 29 Sch. 12 para. 9(3)
- s. 360(4)(5) inserted by 2023 c. 29 Sch. 12 para. 1(2)

- s. 367A inserted by 2021 c. 22 Sch. 8 para. 10
- s. 377A-377J inserted by 2023 c. 29 Sch. 12 para. 1(4)
- s. 377K inserted by 2023 c. 29 Sch. 13 para. 1(2)
- s. 391(1ZB)(la) inserted by 2023 c. 29 s. 19(4)
- s. 395(13)(h)(i) inserted by 2021 c. 22 Sch. 8 para. 12(2)(c)
- s. 395(13)(bbzc) inserted by 2023 c. 29 Sch. 8 para. 8
- s. 395(13)(bc)-(be) word inserted by 2021 c. 22 Sch. 8 para. 12(2)(b)
- s. 395(14) inserted by 2021 c. 22 Sch. 8 para. 12(3)
- s. 409A inserted by 2023 c. 29 s. 32(3)
- s. 409B inserted by 2023 c. 29 s. 33
- s. 415C inserted by 2023 c. 29 s. 40(3)
- s. 415AA inserted by 2023 c. 29 s. 60(3)
- s. 416A416B and cross-heading inserted by 2023 c. 29 s. 21(2)
- s. 417(5) inserted by 2023 c. 29 s. 69(4)(b)
- s. 427A(3) words substituted by 2002 c. 40 Sch. 17 para. 59 (This amendment not applied to legislation.gov.uk. The Financial Services and Markets Act 2000 does not contain a section 427A.)
- s. 428(3)(za) inserted by 2023 c. 29 s. 66(3)(a)
- s. 428(4) inserted by 2023 c. 29 s. 66(3)(b)
- s. 429(2B)(d) inserted by 2023 c. 29 s. 63(2)
- s. 429(2B)(d) inserted by 2023 c. 29 Sch. 12 para. 10
- s. 429(2B)(e) inserted by 2023 c. 29 Sch. 13 para. 2
- s. 429(2B)(aa)(ab) inserted by 2023 c. 29 s. 8(8)(a)
- s. 429(9) inserted by 2021 c. 22 Sch. 8 para. 16(3)
- s. 429(9) words substituted by 2023 c. 29 s. 8(8)(c)
- Sch. 1ZA para. 24(c) and word inserted by 2021 c. 22 Sch. 8 para. 17
- Sch. 1ZA para. 32(c) and word inserted by 2021 c. 22 Sch. 8 para. 18
- Sch. 1ZA para. 11(1)(hc) inserted by 2023 c. 29 s. 21(3)(a)
- Sch. 1ZA para. 11(1)(ib) inserted by 2023 c. 29 s. 21(3)(b)
- Sch. 1ZA para. 11(1)(da) inserted by 2023 c. 29 s. 28(10)
- Sch. 1ZA para. 11(1)(ib)(ic) inserted by 2023 c. 29 s. 37(2)(b)
- Sch. 1ZA para. 11(5) inserted by 2023 c. 29 s. 37(3)
- Sch. 1ZA para. 2829 and cross-heading inserted by 2023 c. 29 s. 38(2)
- Sch. 1ZA para. 11A and cross-heading inserted by 2023 c. 29 s. 39(2)
- Sch. 1ZA para. 2(2)(ca) inserted by 2023 c. 29 s. 52(4)(a)
- Sch. 1ZA para. 6A inserted by 2023 c. 29 s. 52(7)
- Sch. 1ZB para. 19(1)(ea) inserted by 2023 c. 29 s. 21(4)(a)
- Sch. 1ZB para. 19(1)(fb) inserted by 2023 c. 29 s. 21(4)(b)
- Sch. 1ZB para. 19(1)(bb) inserted by 2023 c. 29 s. 37(5)(a)
- Sch. 1ZB para. 19(1)(fa) inserted by 2023 c. 29 s. 37(5)(c)
- Sch. 1ZB para. 19(6) inserted by 2023 c. 29 s. 37(6)
- Sch. 1ZB para. 3637 and cross-heading inserted by 2023 c. 29 s. 38(3)
- Sch. 1ZB para. 21A and cross-heading inserted by 2023 c. 29 s. 39(3)
- Sch. 1ZB para. 20(1)(c) words substituted by 2023 c. 29 s. 28(11)
- Sch. 2A inserted by 2021 c. 22 Sch. 6
- Sch. 2A para. 19(2)(b)(ia) inserted by 2023 c. 29 Sch. 10 para. 19(a)
- Sch. 2A2B power to apply (with modifications) conferred by 2021 c. 22 s. 23(10)
- Sch. 2A power to apply (with modifications) conferred by 2021 c. 22 s. 23(10)
- Sch. 2A para. 19(2)(b)(ii) word omitted by 2023 c. 29 Sch. 10 para. 19(a)
- Sch. 2A para. 19(2)(b)(iii) words substituted by 2023 c. 29 Sch. 10 para. 19(b)
- Sch. 2B inserted by 2021 c. 22 Sch. 7
- Sch. 2B power to apply (with modifications) conferred by 2021 c. 22 s. 23(10)
- Sch. 6B inserted by 2023 c. 29 Sch. 3
- Sch. 11A para. 5(3) inserted by S.I. 2019/707 reg. 38(5)(b) (This amendment not applied to legislation.gov.uk. Reg. 38(2)-(5)(7)(8) omitted (6.9.2019) by virtue of S.I. 2019/1234, regs. 1(2), 20)
- Sch. 17 para. 15(3)-(6) inserted by 2023 c. 29 s. 63(5)
- Sch. 17A para. 9B inserted by 2023 c. 29 s. 10

- Sch. 17A para. 10(4A) inserted by [2023 c. 29 s. 19\(8\)](#)
- Sch. 17A para. 10A inserted by [2023 c. 29 s. 19\(9\)](#)
- Sch. 17A para. 26(2)(aa) inserted by [2023 c. 29 s. 19\(11\)](#)
- Sch. 17A para. 30(aa) inserted by [2023 c. 29 s. 19\(14\)](#)
- Sch. 17A para. 9A and cross-heading inserted by [2023 c. 29 s. 50\(6\)](#)
- Sch. 17A para. 10(ba) inserted by [2023 c. 29 s. 50\(7\)\(b\)](#)
- Sch. 17A para. 10(1)(ea) inserted by [2023 c. 29 s. 50\(7\)\(d\)](#)
- Sch. 17A para. 10(ia)(ib) inserted by [2023 c. 29 s. 50\(7\)\(g\)](#)
- Sch. 17A para. 10(k)(l) inserted by [2023 c. 29 s. 50\(7\)\(h\)](#)
- Sch. 17A para. 10(2A)-(2D) inserted by [2023 c. 29 s. 50\(7\)\(j\)](#)
- Sch. 17A para. 10(3A) inserted by [2023 c. 29 s. 50\(7\)\(k\)](#)
- Sch. 17A para. 12A inserted by [2023 c. 29 s. 50\(8\)](#)
- Sch. 17A para. 31A and cross-heading inserted by [2023 c. 29 s. 50\(11\)](#)
- Sch. 17A para. 33A33B and cross-headings inserted by [2023 c. 29 s. 50\(14\)](#)
- Sch. 17A para. 31B and cross-heading inserted by [2023 c. 29 s. 68\(3\)](#)
- Sch. 17A para. 10(5) repealed by [2023 c. 29 Sch. 1 Pt. 4](#)
- Sch. 17A para. 14(2)(g) substituted by [2023 c. 29 s. 50\(9\)\(b\)](#)
- Sch. 17A para. 10(1)(i) word omitted by [2023 c. 29 s. 50\(7\)\(f\)](#)
- Sch. 17A para. 33(a) word substituted by [2023 c. 29 s. 50\(12\)](#)
- Sch. 17A para. 23(1) words inserted by [2023 c. 29 s. 19\(10\)](#)
- Sch. 17A para. 32 words inserted by [2023 c. 29 s. 19\(15\)](#)
- Sch. 17A para. 33(a) words inserted by [2023 c. 29 s. 19\(16\)](#)
- Sch. 17A heading words inserted by [2023 c. 29 s. 50\(5\)](#)
- Sch. 17A para. 10(1)(f) words inserted by [2023 c. 29 s. 50\(7\)\(e\)](#)
- Sch. 17A para. 10(2) words inserted by [2023 c. 29 s. 50\(7\)\(i\)](#)
- Sch. 17A para. 29 words inserted by [2023 c. 29 s. 50\(10\)](#)
- Sch. 17A para. 33(a) words inserted by [2023 c. 29 s. 50\(12\)\(b\)](#)
- Sch. 17A para. 14(2)(a) words omitted by [2023 c. 29 s. 50\(9\)\(a\)](#)
- Sch. 17A para. 28(2) words substituted by [2023 c. 29 s. 19\(12\)\(a\)](#)
- Sch. 17A para. 28(2)(a) words substituted by [2023 c. 29 s. 19\(12\)\(b\)](#)
- Sch. 17A para. 28(4)(a) words substituted by [2023 c. 29 s. 19\(12\)\(c\)](#)
- Sch. 17A para. 29 words substituted by [2023 c. 29 s. 19\(13\)](#)
- Sch. 17A para. 10(1)(b) words substituted by [2023 c. 29 s. 50\(7\)\(a\)](#)
- Sch. 17A para. 10(1)(d) words substituted by [2023 c. 29 s. 50\(7\)\(c\)](#)
- Sch. 17A para. 33(a) words substituted by [2023 c. 29 s. 50\(12\)\(a\)](#)
- Sch. 17A para. 33(b) words substituted by [2023 c. 29 s. 50\(13\)](#)
- Sch. 17A para. 12 words substituted by [S.I. 2019/662 reg. 13\(1\)](#) (This amendment not applied to [legislation.gov.uk](#). [Reg. 13\(1\)](#) substituted (25.6.2020) by [S.I. 2020/646](#), regs. 1(2)(c), 11(3))
- Sch. 19A inserted by [2023 c. 29 Sch. 12 para. 2](#)
- Sch. 19B inserted by [2023 c. 29 Sch. 12 para. 3](#)
- Sch. 19C inserted by [2023 c. 29 Sch. 13 para. 1\(3\)](#)