CONSULTATION RESPONSE FORM

 Changes to MCS requirements for consumer financial protection

Thank you for taking the time to provide feedback on this consultation. MCS values input from all interested parties for the improvement of the sector’s consumer financial protection.

We would be grateful if you could use this form for your response, as this will help us with collating all of the responses aligned to the proposals included in the consultation.

|  |
| --- |
| Responses are welcome to all, or a selection of, the consultation questions included in the consultation document at: [Webpage].General feedback on the requirements document is also welcome. Please submit your response by 10:00 on Monday 19 May 2025 to consultations@mcscertified.com or The MCS Service Company Ltd, Violet 3, First Floor, Sci-Tech Daresbury, Keckwick Lane, Daresbury, Cheshire, WA4 4AB. Please state below whether you are responding as an individual or representing the views of an organisation and if you want the information that you provide to be treated as confidential. |

| **Respondent Name** | **Individual or organisation** | **Organisation name (if applicable)** | **Organisation type** |  |  | **Date** |
| --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |

**Consultation Questions**

Requirements

1. **Financial protection products that meet MCS requirements, will afford the following protections. Do you agree with each of the following statements (Y/N)? If not, please explain your answer.**
2. Fund remediation if the original installer has ceased to trade or fails to deliver the remediation prescribed through the MCS complaints process and Alternative Dispute Resolution (ADR).

|  |  |
| --- | --- |
| Yes / No |  |

1. Fund the remediation of physical faults or defects caused through failings in installation Workmanship and/or Design, excluding wear and tear.

|  |  |
| --- | --- |
| Yes / No |  |

1. Provide cover for a minimum of 6 years from completion of the installation

|  |  |
| --- | --- |
| Yes / No |  |

1. Only reasonably limit the cost of remediation in line with the original contract and to not less than £20,000.

|  |  |
| --- | --- |
| Yes / No |  |

1. Not restrict claims on the basis of how the installation was financed, including a consumer's ability to claim under the Consumer Credit Act (Sections 56 and 75).

|  |  |
| --- | --- |
| Yes / No |  |

1. **The definition of Design is the “design performance of an MCS installation, in line with MCS design requirements, as promised to the consumer via the Installer’s contract for the installation”? Do you agree (Y/N). If not, please explain your answer.**

|  |  |
| --- | --- |
| Yes / No |  |

Structure & Governance

1. **MCS intends to extend the definition of what constitutes an appropriate financial protection product, for example, to include appropriately protected captive funds, opening up the market beyond the current requirement for an insurance product? Do you agree (Y/N). If not, please explain your answer, offering evidence to support your opinion.**

|  |  |
| --- | --- |
| Yes / No |  |

1. **MCS is proposing to satisfy itself as to whether the credentials (structure and governance) of a financial protection product meets the new requirements. Do you agree (Y/N)? If not, please explain your answer.**

|  |  |
| --- | --- |
| Yes / No |  |

1. **MCS wishes to gain access to each financial protection provider’s sales and related claims data (successful, in-progress and rejected) to determine the delivery of the protection to consumers, and that collectively across all providers, this information is to be summarised in an annual report. Do you agree (Y/N)? If not, please explain your answer.**

|  |  |
| --- | --- |
| Yes / No |  |

Implementation

1. **MCS intends to implement the new financial protection product requirements as soon as possible, irrespective of the deployment of its redeveloped scheme. Do you agree (Y/N)? If not, please explain your answer.**

|  |  |
| --- | --- |
| Yes / No |  |

1. **What else should MCS consider as it moves to implement new requirements for financial protection? Please support your answer with suggestions for how MCS might address the item(s) you raise for consideration.**

|  |
| --- |
|  |

General Comments

Should you wish to make comments on the draft Requirements for Appropriate Financial Protection please use the following table.

|  |  |  |  |
| --- | --- | --- | --- |
| **Page No.** | **Section / Clause** | **Comments** | **Suggestion for alternative (if relevant)** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**Note:** You may add as many additional rows as required to the table above.