

# PMR 213

## Consumer Protection from Unfair Trading Regulations 2008 and TPO / NALS award amendment clause

For use with HCC PMR Estate Agents wordings.

References in this policy to “Property Misdescriptions Act 1991” are replaced with Consumer Protection from Unfair Trading Regulations 2008 &/or the Business Protection from Misleading Marketing Regulations 2008..

The Definition of TPO/NALS award is amended to read as follows:

### **TPO / NALS award**

shall mean an award by The Property Ombudsman or The Ombudsman Service Ltd, operating within the Ombudsman’s terms of reference or by an arbitrator appointed under the Arbitration Scheme for the National Approved Letting Scheme and operating within the National Approved Letting Scheme Rules.

All other terms and conditions of this Policy remain unaltered.