

Correction of arithmetic or clerical error

At the end of the guidelines to paragraph 8.7 in the Operational Guidelines, insert:

“Correction of arithmetic or clerical error

FOS may correct a Determination or Recommendation if it contains –

- a clerical mistake; or
- an error arising from an accidental slip or omission; or
- a material miscalculation of figures or a material mistake in the description of any person, thing or matter; or
- a defect of form.

If a Determination or Recommendation relating to a Dispute requires a correction to address an issue listed above, a party to the Dispute may request the correction in writing. The request should explain the issue to be addressed through the correction.

An Ombudsman will decide whether FOS should make any correction. FOS may correct a Determination or Recommendation relating to a Dispute whether or not a party to the Dispute requests a correction.”