

## Service Providers – New Disclosure Rules

Providers of services in the EU are reminded that the Provision of Services Regulations 2009 came into effect on 28 December 2009. These require service providers to supply specified information to customers. In this context, a service provider is any organisation which normally supplies services for a consideration.

The required information includes the following (the list is not exhaustive):

- Name, contact details including address (postal, email or fax) and phone number – and contact details for rapid communication;
- The legal status and form of the business and its VAT number;
- The place where the service provider is established;
- Details of any authorisation scheme to which the service is subject;
- If the service provider carries on a regulated profession, details of its professional title;
- Contractual terms which apply, including any general terms and conditions and applicable law;
- The price of the service plus details of any after-sale guarantees provided which are not required by law; and
- Any professional liability insurance the service provider is required to hold.

Some services, such as health care, financial services and transport services are excluded. For further details see

[http://www.opsi.gov.uk/si/si2009/uksi\\_20092999\\_en\\_1](http://www.opsi.gov.uk/si/si2009/uksi_20092999_en_1).

Further specified information must be provided on request and there are requirements to have a complaints handling procedure. Also, there must be no discrimination in the provision of the service because of the place of residence of the customer.

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