

FCA regulated/non-FCA regulated: Two sides of the same coin



The Financial Conduct Authority's (FCA) remit only covers debt collection agencies (DCAs) involved in the collection of debts due under credit agreements.

This means that specialist DCAs collecting debt that was generated outside of the financial services world are precluded from and, in fact, are not required and cannot apply to be FCA-regulated.

All DCAs - whether FCA-regulated or not - sign-up to and abide by the CSA Code of Practice through CSA membership, and this Code mirrors the high standards and principles of FCA regulation.

These DCAs play an equally important role in the collection of non-FCA regulated debt and often specialise in niche areas, whilst continuing to put the customer at the heart of their operations.

