

Chapter 2

General principles

2.5 Restrictions on charging in relation to dashboard services

2.5.1 **G** *Firms* are reminded that the *Dashboard Regulations* require that *view services* must be provided without charge.

Prohibition on charging other than for permitted dashboard services

2.5.2 **R** A *firm* must not impose a charge on a *customer* for any service other than for a *permitted dashboard service*.

Prohibition on charging by other parties

2.5.3 **R** A *firm* must not permit any other *person* to charge in relation to any services on or from the *firm's pensions dashboard platform*.

Prohibition on providing a service for which a charge is payable without active election

2.5.4 **R** A *firm* must not impose a charge on a *customer* for a *permitted dashboard service*, or enter into an agreement with a *customer* under which a charge is, or may become, payable for a *permitted dashboard service*, unless the *customer* has actively elected to receive that service and pay that charge.

2.5.5 **R** A *firm* must not invite or induce a *customer* to receive services for which a charge will be, or may become, payable if the *firm* knows or has reasonable cause to suspect that the services are not *permitted dashboard services* or that an active election to be charged is unlikely to be made.

Impact of auto-renewals on active election

2.5.6 **R** If, under the terms and conditions of a *permitted dashboard service* there is to be an automatic renewal of the agreement on substantially the same terms, it suffices for the purposes of **■ PDCOB 2.5.4R** if the *customer* actively elected to obtain the *permitted dashboard service* before entering into the initial agreement or a preceding renewal.

2.5.7 **R** An automatic renewal of the agreement is not to be regarded as being on substantially the same terms if, following the renewal, a charge, or a significant charge, will or may become payable for the *permitted dashboard service* for the first time (in which case, **■ PDCOB 2.5.4R** applies at the time of the renewal).

Meaning of ‘charge’

2.5.8 **R** For the purposes of this section, a charge includes any direct or indirect financial or non-financial consideration of any kind, whether payable to the *firm* or any other *person*.

2.5.9 **G** *Firms* are reminded that a similar prohibition on opt-out selling of add-on products is imposed by the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 (www.legislation.gov.uk/uksi/2013/3134) in relation to additional payments under a contract where the main sale is not a financial service or product.