

Citizens Advice consumer service

Post consultation planned codes - July 2015



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Introduction

The consumer landscape is changing. Both the goods and services bought and sold and the methods by which consumers purchase them has changed dramatically over the past ten years and continues to evolve. The consumer service takes a million calls a year. Consumers' issues, problems and complaints are coded in order to run reports and analyse consumer trends and detriment, share with stakeholders, develop policy, challenge bad practice and enforce regulation.

The consumer codes have remained unchanged for the past decade. They are falling out of date with the current consumer landscape and are proving to be less useful to stakeholders, regulators and Trading Standards bodies.

BIS have asked and funded Citizens Advice to review the consumer codes, so that they better reflect the consumer landscape.

We have undertaken a comprehensive review of the codes, held a consultation and, as result plan to make significant changes.

When these changes are implemented, they will give better intelligence to Citizens Advice and its partners, on emerging issues and consumer detriment. This will facilitate the better targeting of resources for policy, enforcement, education and campaign work.

This document sets out the codes that we will be using from April 2016 and the fate of any codes that we have deleted. The table below explains how we have laid out this document. For a full understanding of the planned changes, please also refer to the post consultation [report](#).

How to read the codes

Blue	Code heading
Black	Unchanged code
Green	New code or new wording
Grey	Deletion or wording change

Scams and rogue traders

Code	Scams/rogue traders	New
01	Not scam/rogue trader	New
02	Suspected scam/rogue trader	New

Detriment

This is the multi-code selection field. Advisers will be able to select any number of the list below. We are also creating a financial value field, which is not illustrated.

Code	Detriment	New
00	Not part of discussion/no detriment	New
01	Out of pocket expenses/ inconvenience	New
02	Reduced value of goods	New
03	Time off work required/loss of earnings	New
04	Issue led to or increased financial difficulty	New
05	Other financial detriment	New
06	Issue led to/increased anxiety, stress, or depression	New
07	Issue required medical treatment	New

Post

Postal issues

DM	MPS/direct mail opt-out schemes (failure to stop unwanted post)	No change
DM01	Receiving unwanted mail	
DM02	Unwanted mail opt-out scheme issue	
DMXX	Other	

DS	Delivery office/sorting office issue	
DS01	Keepsafe failure (mail not held at DO for agreed period)	Merged into RMKPS
DS02	Lost mail at DO following advice card	Merged into MDA01
DS03	Staffing levels (shortages/removal from usual routes)	
DS04	Trouble contacting DO/SO (incl. opening hours/office closures)	
DSXX	Other	

MC	Mail collection	No change
MC01	Additional pillar box request	
MC02	Collection problems	
MC03	Condition of pillar boxes (incl. vandalism/tabs/plate missing)	
MCXX	Other	

MD MDA	Mail delivery	
MDA01	Lost mail	New
MDA02	Delayed mail	New
MDA03	Misdelivery	New
MDA04	Attempted theft/tampering	New
MD01	Alleged theft/tampered mail	Merged into MDA04
MD02	Damaged mail	
MD03	Delayed delivery - premium services (incl. sorting issues)	Merged into MDA02
MD04	Delayed delivery - non-premium services (incl. sorting issues)	Merged into MDA02
MD05	Discarded/dumped mail	
MD06	Disputed delivery (incl. failure to ring door bell)	Merged into MDA03
MD07	Delivery office facilities (incl. disabled access/size/cleanliness/tidiness etc.)	
MD08	Failure to deliver to individual flats	Merged into MDA03
MD09	Failure to deliver to secure point (e.g. letterbox)	Merged into MDA03
MD10	Failure to obtain signature on delivery	Merged into MDA03
MD11	Failure to send by correct service level paid for	Merged into MDA02
MD12	Inconsistent/infrequent and late deliveries	Merged into MDA02
MD13	Lost mail - premium services	Merged into MDA01
MD14	Lost mail - non-premium services	Merged into MDA01
MD15	Mail left with person other than addressee	Merged into MDA03
MD16	Misdeliveries - continuous	Merged into MDA03

	(incl. sorting issues)	
MD17	Misdeliveries - isolated (incl. sorting issues)	Merged into MDA03
MD18	Post Office Box failure (incl. cancellation)	
MD19	Postage surcharge (incl. customs clearance/local collect fees)	
MD20	Redelivery failures/problems (incl. inconvenient delivery times advised)	
MD21	Return address problems (not given/unclear)	
MD22	Returned to sender by delivery office (incl. incorrectly addressed mail)	
MD23	Track and Trace	
MDXX	Other	

MI	Miscellaneous	
MI01	Miscellaneous	Merged in MI02
MI02	Miscellaneous and failures in service	New

PA	Postal address issues	
PA01	Address/postcode change requested/ imposed/disputes	Merged into PA03
PA02	Address/postcode not listed (web/telephone enquiries)	Merged into PA03
PAXX	Other	Merged into PA03
PA03	Postal address issues	New

PO	Post Office network issues	
PO01	Crown conversions/closures/relocations (temp and permanent)	
PO02	Opening hours	
PO03	Payment process problems (incl. incorrect postage applied/wrong change etc.)	
PO04	Postal orders	
PO05	Queuing	
PO06	Wrong advice given (incl. lack of advice or knowledge)	
POXX	Other	
PO10	Post Office counter products/services	New

PR	Royal Mail procedures	
PR01	Pricing issues e.g. weight/measure discrepancies	
PR02	Provision of information (incl. leaflets and form availability)	
PR03	Royal Mail policy/procedure (incl. compensation scheme/complaint procedure/pay rises)	
PR04	Royal Mail's complaints process	
PR05	Staff attitude/behaviour (incl. dress code/driving/damage to property/ elastic band disposal)	
PRXX	Other	

RF	Redirection failures	
RF01	Alleged theft/tampered mail	Merged into MDA04
RF02	Failure/delay to set up redirection	
RF03	False redirect set up	
RF04	Redirection failure (incl. delivery to original address/wrong address)	
RF05	Redirection fees	
RFXX	Other	

Postal products and services

RM	Royal Mail regulated products/services	
RMCAR	Articles for the blind	
RMFAR	Certificate of posting	
RMGAR	Delivery of mail: issues where an item has been delivered by RM, or RM delayed, damaged, lost, tampered with mail, dropped rubber bands etc.	Deleted
RMKPS	Keepsafe	New
RMJAR	International mail - incoming: delivered by RM	
RMJCR	International mail - outbound: Economy	
RMAAR	International Standard (unless sent from a business account)	
RMJDU	International mail - outbound: International Signed (unless sent from a business account)	
RMJER	International mail - outbound: International Signed and Tracked	

RMKAR	Keepsafe (unless for a business account)	Merged into RMKPS
RML5R	Legislative petitions	
RMOAR	Ordinary letters: first and second class	
RMSAR	Post restante	
RMTBR	Post box (density and collection)	
RMUAR	Recorded Signed For	
RMVAR	Redirection	
RMVBR	Return to sender where original service regulated	
RMXAR	Small and medium parcels	
RMWBR	Special Delivery by 1pm (unless sent from a business account)	

RM	Royal Mail unregulated products/services	
RMBAU	International Tracked	
RMDAU	BFPO	
RMEAR	Business collections	
RMGBU	Delivery of mail: unwanted mail	Merged into DM01
RMHAU	Door to door	
RMABU	International Standard sent from a business account	
RMJFR	International Signed and Tracked sent from a business account	
RMIAR	Freepost	
RMJBR	International mail - outbound: International Signed sent from a business account	
RMKBU	Keepsafe for a business account	Merged into RMKPS
RMLAU	Local Collect	

RMMAU	Mail Collect	
RMNAR	Mail Sort	
RMPAR	Packetpost	
RMRAR	PO Box	
RMTCU	Post box not related to density or collection	
RMWAU	Special Delivery by 9am	
RMWCU	Special Delivery by 1pm sent from a business account	
RMWDU	Special Delivery: Saturday delivery	
RMWXX	Special Delivery: service type unknown	Deleted
RMQAU	Philatelic (stamp collecting)	
RMVCU	Return to sender where original service non-regulated	
RMPRS	Other RM premium services	New
RMZZU	Unable to categorise	

XX	Other operator regulated products/services	
XXAAR	Domestic letter: indicia prefix = CL	

XX	Other operator unregulated products/services	
XXICL	Domestic letter: indicia prefix does not = CL	New
XXABX	Domestic letter: indicia prefix = C9	Merged into XXICL
XXZCZ	Domestic letter: indicia prefix unknown	
XXADU	Domestic parcel	
XXCAU	International outbound: letter	
XXCBU	International outbound: parcel	
XXCCU	International incoming: letter	
XXCDU	International incoming: parcel	
XXXPS	Premium services: not RM	New
XXCPS	Collection point services	New
ZZZZZ	Unable to categorise	

Energy

AD - Advice/information

AD	Advice/information	
AD1	Priority Services Register	
AD2	Energy efficiency advice	Moved to AD11
AD3	Pricing information	
AD4	Supply point information	
AD5	Company contact details (non-complaint purposes)	
AD6	How to change supplier	
AD7	Maximum resale price	Deleted
AD8	Non domestic contract issues	
AD9	Smart metering information	Merged into AD14
AD10	Warm Home Discount	New
AD11	Energy efficiency or renewables advice	New
AD12	Change of tenancy	New
AD13	Online account issues	New
AD14	Smart meter information request	New
ADXX	Issue does not fit into any existing code category	Deleted

BE - Billing

BE	Billing		
BE1	Failure to set up DD/DD set at incorrect level		Merged into BE17
BE2	DD unauthorised withdrawal		Merged into BE17
BE3	Back-billing/catch up bill received		Split into BE18 and BE26
BE4	Clarity of bill		Deleted
BE5	New bill not received/frequency of bills		
BE6	Customer not responsible for bill/debt		Deleted
BE7	Failure to refund		Deleted
BE8	Final bill not received		Deleted
BE9	Disputed use of premises: business/domestic		Deleted
BE10	Online tariff problem		Deleted
BE11	Security deposits		
BE12	Missing/misdirected payments (credit meter)		Deleted
BE13	Incorrect opening/ closing meter reading on transfer	Incorrect reading on transfer	Meaning clarified
BE14	PPM statements		Moved to PP7
BE15	Multiple MPRs/MPANs for one site		Deleted - see ME5
BE16	Amount on bill does not match smart meter energy display		Merged into SM3
BE17	Direct debit issues		New
BE18	Catch up bill received		New
BE19	Bill format unclear		New
BE20	Disputed bill, customer not responsible		New
BE21	Failure to credit/refund		New

BE22	Final account reconciliation	New
BE23	Online account issues	New
BE24	Unallocated payments	New
BE25	Incorrect reading on transfer	New
BE26	Back billing code (potential breach)	New
BE27	Balance query	New
BE28	Standing charge query	New
BE29	Inaccurate bill or inaccurate estimated bill	New
BE30	Price/tariff information	New

CS - Customer service failure

CS	Customer service failure	
CS1	Complaint not registered by company	
CS2	Phone queue too long	Deleted
CS3	Difficulty contacting supplier	New
CS4	Mis-selling	New
CS5	Inappropriate staff behaviour	New
CS6	Third party intermediary/broker complaint	New
CS7	Appointments not kept	New

DD - Debt/disconnections

DD	Debt/disconnections	
DD1	Unsuitable or unaffordable payment scheme to cover debt	Merged into DD10
DD2	Debt recovery practices	

DD3	Unable to request suitable payment methods (fuel direct, PPM)	Merged into DD10
DD4	Disconnection/forced PPM without proper process	
DD5	Disconnection/forced PPM in error	
DD6	Disconnection following due process	
DD7	Vulnerable consumer disconnected	
DD8	Disputed rights of entry	Deleted
DD9	PPM self disconnection (unable to credit meter)	
DD10	Unsuitable payment scheme/payment method	New

DT - Networks

DT	Networks	
DT1	Quality of supply	Merged into DT8
DT2	Reliability of supply/supply disruptions	Merged into DT8
DT3	Connections/alterations of supply	
DT4	Difficulty or delay in obtaining connection/alteration to supply	
DT5	Excavations/reinstatement	
DT6	Emergency service provision gas	Deleted
DT7	Network safety	
DT8	Quality/reliability of supply	New
DT9	Off supply contingency measures (heating, cooking, generator)	New

MA - Marketing

MA	Marketing	Deleted
MA1	Suspected forged signature	Deleted
MA2	Inappropriate staff behaviour	Deleted
MA3	Misrepresentation	Deleted
MA4	Consumer agreed only to receive information	Deleted
MA5	Signatory not responsible for account	Deleted

ME - Metering (general)

ME	Metering	Metering (general)	Renamed
ME1	Meter accuracy		
ME2	Meter provision or exchange		
ME3	Meter positioning		
ME4	Meter reading/data collection		
ME5	Supply point administration query (MPRN/MPR/MPAS)		
ME6	Suspected meter tampering		

PC - Price comparison

PC	Price comparison	Deleted
PC01	Complaint about price comparison service provider	Merged into DY14

PP - Prepayment meters (PPM)

PP	Prepayment meters (PPM)	
PP1	PPM settings (incorrect tariff rate/incorrect debt repayment rate)	
PP2	Delay in issuing PPM card (currently off supply)	
PP3	Delay in issuing PPM card (currently on supply)	
PP4	Difficulty charging PPM card - card faulty/card lost/vendor issue	
PP5	PPM misdirected payments	Deleted
PP6	Issue with change of payment method from PPM to credit or vice versa	Deleted
PP7	PPM misdirected or unallocated payments	New
PP8	PPM statements	New
PP9	Unable to credit PPM (faulty meter/payment device)	New
PP10	Prepayment interface device issue	New

SM- Smart meters

SM	Smart meters	
SM1	Smart meter installation	
SM2	Problems with energy display/in-home display	
SM3	Smart meter inaccurate bills	New
SM4	Billing issues after smart meter installation	New
SM5	Smart meter objection	New
SM6	Smart meter sales and marketing	New
SM7	Remote disconnection	New
SM8	Switching	New

SM9	Other	New
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TR- Transfers

TR	Transfers	
TR1	Transfer in error due to incorrect supply point information	Deleted
TR2	Cancelled contract not actioned	
TR3	Breach of Erroneous Transfer Charter	
TR4	Problems arising from contracts	
TR5	Supplier unable to supply	
TR6	Supplier objections to transfer on grounds of debt	
TR7	Supplier objection to transfer on grounds of contract terms	
TR8	Transfer not actioned after price notification received	Deleted
TR9	Transfer windows	
TR10	Supplier objection reasons unknown	
TR11	Failure to correctly apply for transfer	
TR12	Erroneous transfer	New

General consumer codes

Purchase methods

Code	Description		
-1	Unknown		
02	Auction		
03	Internet auction		
04	TV auction/interactive sale		
05	Telephone		
06	Internet		Split into 31 and 34
07	Mail order	Mail order/catalogue	Meaning clarified
08	Unsolicited postal		
09	Unsolicited telephone	Unsolicited telephone/automated call	Meaning clarified
10	Unsolicited fax		Deleted
11	Unsolicited email		
12	Market stall		
13	Trade fair/exhibition		
14	Boot sale		
15	One day sale/mock auction		
16	Doorstep uninvited		Merged into 27
17	Doorstep invited		Merged into 27
18	Street canvasser (i.e. "do you want to change your gas supply?")		Deleted
20	Party plan		

21	Trader premises	
22	Street seller	
23	Transport fare purchased at time of travel	
24	Continuous purchases (e.g. subscriptions)	
25	Private purchase/sale	
26	Automatic renewal/rollover	New
27	Doorstep	New
28	Franchise or chain garage/dealer (for vehicles)	New
29	Independent garage/dealer (for vehicles)	New
30	Mobile garage service (for vehicles)	New
31	Online marketplace (non-auction)	New
32	Roadside (for vehicles)	New
33	SMS	New
34	Trader websites and apps	New
99	Other	

Payment types

Code	Description	
-1	Unknown	
01	Cash	
02	Credit card	
04	Not paid	
05	Not disclosed	
06	Debit card	
07	HP	
08	Other credit (not HP)	
09	Deferred credit	
10	Cheque	
11	Banker's draft	Merged into 21
12	Postal order	
13	Escrow accounts	
14	Text message	
15	Direct debit	
16	PayPal	
17	Store voucher	
18	Bank transfer (including PayM)	New
19	Charge card	New
20	CPA (Continuous Payment Authority)	New
21	Banker's draft and CHAPS payments (normally high value)	New
22	Coupons, vouchers and credit notes	New

23	Green Deal Credit/ECO (Energy Company Obligation)	New
24	Pre-pay (e.g. PayPoint and Ukash)	New
25	Store card	New
26	Premium rate calls	New
99	Other	

Complaint types

-1	Unknown	
-1	Unknown	

01	Defective goods	
01A	Defective goods	
01B	Equal liability (section 7.5 CCA)	Merged into 03H
01C	Safety	
01D	Breach of contract	
01E	Unsuitable goods provided	
01F	Wrong goods provided	
01G	Return of goods not wanted (distance selling)	Return of unwanted goods Meaning clarified

02	Substandard services	
02A	Substandard service	
02B	Equal liability	Merged into 03H
02C	Safety	
02D	Customer service	
02E	Negligence	
02F	Failure/delay in providing service	New
02G	Quality of advice	New
02H	Damage to customer belongings/property	New
02I	Service outage	

03	Credit	
03A	APR and interest charges	
03B	Early settlement	Deleted
03C	Extortionate credit	Deleted
03D	Default and termination	
03E	Problems agreeing repayment plans	New
03F	Continuing to collect on disputed debts	New
03G	Failure to provide pre-contractual information	New
03H	Equal liability (Section 75 Consumer Credit Act)	New
03Z	Other credit	New

04	Prices	Prices and charges	Renamed
04A	Failure to display price		
04B	Misleading quote/estimate		
04C	Overcharging		Deleted – see 04F-04J
04D	Wrongly priced		
04E	Unclear billing/charging		New
04F	Drip pricing/surcharges		New
04G	Exit/cancellation/termination charges		New
04H	Metering		New
04I	Mid-contract price increases		New

04J	Other overcharging	New
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05	Delivery/collection/repair	
05A	Failure/delay in delivery	
05B	Failure/delay in collection	
05C	Failure/delay in promised repair	Merged into 05D
05D	Failure/delay in promised repair and problems with product recall process	New

06	Cancellation	Cancellation rights	Renamed
06A	Failure to observe cancellation rights		Deleted
06B	Failure to provide cancellation rights		New
06C	Failure to observe cooling off period rights		New

07	Selling practices	
07A	Unsolicited goods	
07B	High pressure selling	
07C	Inertia selling	
07D	Direct marketing to vulnerable groups	
07E	Pyramid/multi-level selling	Deleted
07F	Selling goods from multi-packs	
07G	Bogus selling	
07H	Signing up to services without explicit consent (e.g. slamming)	New

07I	Nuisance/cold calling	New
07Z	Other selling practices	New

08	Misleading claims/omissions	
08A	Verbal misrepresentation/misdescription	
08B	Advertising	
08C	Labelling	
08D	Failure to supply adequate notification of cancellation	Moved to 06B and renamed
08E	Failure to supply full information	
08F	Short measure/weight	
08G	Counterfeiting	
08H	Incorrect/misleading pre-shopping advice	
08I	Failure to give notice	
08J	Clocking	New
08Z	Other misleading claims/omissions	New

09	Offers of inadequate redress	Complaint handling and redress	Renamed
09A	Credit notes		Merged into 09D
09B	Other offers of inadequate redress		Merged into 09D
09C	Refusal to help		
09D	Inadequate redress (including credit notes)		New
09E	Refusal to facilitate access to redress/ombudsman service		New
09F	Refusal to honour guarantee		New
09Z	Other problems with complaint handling/redress		New

10	Terms and conditions		
10A	Unfair terms		
10B	Attempt to restrict liability		
10C	Breach of fiduciary duty/responsibility	Breach of fiduciary duty/responsibility (e.g. breach of trust)	Meaning clarified
10D	Unclear/hidden terms		

11	Problems pursuing a claim	
11A	Trader not traceable	
11B	Failure to give business name	
11C	Other	
		Moved into 11Z and renamed

11D	Trader not contactable	
11E	Refusal to accept responsibility for past business	New
11Z	Other problems pursuing a claim	New

12	Business practices	
12A	Unfair business/commercial practice	
12C	Harassment	
12D	Failure to obtain appropriate licence/permit	New
12E	Privacy and data protection concerns	New
12F	Restricting refund of deposit	New
12Z	Restricting refund of deposit	New

13	Age-restricted sales	Underage sales	Renamed
13A	Age-restricted sales	Underage sales	Renamed

14	Energy selling transactions	Deleted
14A	Transfer/change of supplier	Deleted
14B	Supply problems	Deleted
14C	Distribution/transportation	Deleted
14D	Metering	Deleted
14E	Selling practices	Deleted
14F	Energy re-selling	Deleted
14G	Other	Deleted

15	Food related complaints		
15A	Microbiological contamination		Merged into 15D
15B	Chemical contamination		Merged into 15D
15C	Labelling	Food labelling	Meaning clarified
15D	Food contamination (microbiological/chemical)		New
15E	Foreign body in food		New

16	Access to goods or services		
16A	Discrimination		
16B	Other problems accessing goods and services		Moved to 16Z
16C	Digital exclusion and bias against offline services (e.g. defaulting to online)		New
16D	Reduction to pre-existing provision of goods/services		New
16E	Poor availability of communication services in area		New
16Z	Other problems accessing goods and services		New

18	Animals	Animal health, welfare and transport	Renamed
18A	Farm animal health and welfare	Farm animals	Meaning clarified
18B	Domestic animal health and welfare	Domestic animals	Meaning clarified
18Z	Other animal issues		New

19	Financial and payment services	New
19A	Delays in payments	New
19B	Problems stopping payments and unauthorised transactions	New
19C	Poor performance of financial product or service	New

Product service codes

House fittings and appliances

AA- New property construction and purchase

AA	House construction	New property construction and purchase	Renamed
AA01	New house construction		Merged into AA06
AA02	Furniture incorporated in new house at time of sale		Deleted
AA03	Guarantees relating to new houses		Deleted
AA04	Land		
AA05	New house purchase		Deleted
AA06	New property construction		New
AA07	New property purchase		New
AA99	Other		

AB - Home maintenance and improvements

AB	Home maintenance and improvements	
AB01	Roofing	Merged into AB25
AB02	Decorator services	
AB03	Plumbers and plumbing	
AB04	Central heating (including installation and servicing)	Split into AG07 and AG08
AB05	Electrical services and installations	

AB06	Tarmacing and paving	Merged into AB27
AB10	Fitted kitchens	
AB11	Insulation	
AB12	Burglar alarms	Merged into AB23
AB13	Wall coating	Wall coating and rendering Meaning clarified
AB14	Damp proofing	
AB15	Solar heating	Merged into AG09
AB16	Fascias	Merged into AB21
AB17	Guttering	Merged into AB22
AB18	Replacement doors	Merged into AB28
AB19	Fitted bathrooms	
AB20	Electric garage doors and electric gates	New
AB21	Fascias (including cladding) and soffits	New
AB22	Guttering and drains	New
AB23	Home security systems	New
AB24	Major renovations (including lofts, conversions and extensions)	New
AB25	Roofing, roof sealing and chimney repairs	New
AB26	Scaffolding and skips	New
AB27	Paving, driveways, patios and decking	New
AB28	Window frames and doors (excluding electric garage doors)	New
AB99	Other general building work	

AC - Glazing products and installations

AC	Glazing products and installations	
AC01	Double glazing	Merged into AC04
AC02	Conservatories	Merged into AC05
AC03	Glazing services	
AC04	Double/triple glazing	New
AC05	Conservatories/orangeries	New
AC99	Other	

AD - Furniture

AD	Furniture		
AD05	Upholstered furniture	Upholstered furniture (e.g. sofas)	Meaning clarified
AD06	Non-upholstered furniture (e.g. chairs, wardrobes)	Non-upholstered furniture (e.g. chairs, wardrobes)	Meaning clarified
AD07	Beds and mattresses		
AD08	Kitchen furniture		
AD09	Fitted furniture		
AD10	Bathroom fittings		
AD11	Antiques		
AD12	Leather furniture		
AD13	Antique furniture		New
AD14	Second hand furniture		New
AD99	Other		

AF - Floor coverings

AF	Floor coverings	
AF01	Carpets	Merged into AF09
AF02	Mats and rugs	
AF03	Laminates	Merged into AF10
AF04	Ceramics	Merged into AF12
AF05	Wood	Merged into AF10
AF06	Linoleum	Merged into AF11
AF07	Fitting	
AF08	Underlay	Merged into AF09
AF09	Carpets and underlay	New
AF10	Laminates and wood	New
AF11	Linoleum and vinyl	New
AF12	Floor tiles	New
AF99	Other	

AG - Energy and heating

AG	Energy and heating	New
AG01	Gas fires	New
AG02	Energy brokers/intermediaries	New
AG03	Energy performance certificates	New
AG04	Fireplaces and hearths	New
AG05	Heaters fixed (including fixed electric fires)	New
AG06	Heaters portable (including portable electric fires)	New

AG07	Heating systems/boiler installation	New
AG08	Heating systems/boiler servicing	New
AG09	Renewable energy	New
AG10	Solid fuel burning stoves	New
AG11	Other	New

AH - Domestic fuel and water

AH	Domestic fuel and water	New
AH01	Gas, electricity and dual fuel agreements	New
AH02	Solid fuel, oil and liquid gas	New
AH03	Water and sewerage	New
AH04	Filters, softeners and water saving devices	New
AH99	Other	New

AK - Textiles and soft furnishings

AK	Textiles and soft furnishings	No changes
AK01	Bedding	
AK02	Cushions	
AK03	Curtains and blinds	
AK04	Furniture fabrics	
AK05	Recovering and re-upholstery services	
AK99	Other	

AL - Audio-visual

AL	Audio-visual	Deleted
AL01	DVD players/recorders	Merged into ID11
AL02	VCRs	Deleted
AL03	TVs	Merged into ID10
AL04	CD, Hi-Fi, tape players non-portable	Merged into ID01
AL05	CD, Hi-Fi, tape players portable	Merged into ID01
AL06	Satellite/digital/cable supply equipment	Merged into ID11
AL07	Digital/satellite/cable supply agreements	Merged into IA05
AL08	Radios	Merged into ID01
AL09	Hire charges TV, video, DVD	Deleted
AL10	Games players	Merged into ID06
AL99	Other	Deleted

AM - Personal computers, accessories, software and services

AM	Personal computers, accessories, software and services	Deleted
AM01	Personal computers	Merged into ID03
AM02	Self-build components	Merged into ID04
AM03	Computer accessories	Merged into ID04
AM04	Printers and scanners	Merged into ID09
AM05	Computer repairs	Merged into ID05
AM06	Computer helplines	Moved to ID04
AM07	Computer software upgrades	Split into IB01 and IB02
AM08	Laptops, notebooks and tablet PCs	Merged into ID03

AM09	PDA's	Merged into ID03
AM99	Other	Deleted

AN - Large domestic appliances

AN	Large domestic appliances	
AN01	Electric cookers	
AN02	Fridges and freezers	
AN03	Washing machines	
AN04	Tumble dryers	
AN05	Washers-dryers (combined)	
AN06	Dishwashers	
AN07	Gas fires	Moved to AG01
AN08	Gas powered appliances	Deleted
AN09	Gas cookers	
AN10	Space heaters	Deleted – see AG
AN11	Fixed heaters	Moved to AG05
AN12	Appliance accessories parts and repairs	New
AN99	Other	

AR - Small domestic appliances

AR	Small domestic appliances	
AR01	Vacuum cleaners	
AR02	Microwave ovens	Merged into AR06
AR03	Sewing machines	
AR04	Portable heating appliances	Moved to AG06

AR05	Power tools	Moved to BJ05
AR06	Microwaves, mini ovens and slow cookers	New
AR07	Small domestic kitchen appliances	New
AR08	Small domestic laundry appliances	New
AR09	Small domestic appliance repairs/service	New
AR10	Steam cleaners	New
AR11	Battery powered appliances	New
AR99	Other	

AT - Repairs to domestic appliances

AT	Repairs to domestic appliances	Deleted
AT01	Repairs to domestic appliances	Deleted
AT02	Other	Deleted

Other household requirements

BA - Food and drink

BA	Food and drink	
BA01	Additives	
BA02	Bakery and cereal products	Meaning clarified
BA03	Beverages	Split into BA17 and BA18
BA04	Cakes/confectionary	
BA05	Dairy products	
BA06	Alcoholic drinks	
BA07	Other drinks	
BA08	Eggs/egg products	
BA09	Fish and shellfish	
BA10	Baby/infant foods	
BA11	Fruit and vegetables	
BA12	Herbs and spices	
BA13	Meat	
BA14	Poultry	
BA15	Nuts/nut products	
BA16	Soups/broths/sauces	
BA17	Beverages and bottled water (excluding energy drinks)	New
BA18	Energy drinks	New
BA19	Prepared food (e.g. pizzas, ready meals)	New
BA20	Supplements	New
BA99	Other	

BB - Domestic fuel

BB	Domestic fuel	Deleted
BB01	Gas	Merged into AH01
BB02	Electricity	Merged into AH01
BB03	Dual fuel agreements	Merged into AH01
BB04	Solid fuel	Merged into AH02
BB05	Oil	Merged into AH02
BB06	Liquid gas	Merged into AH02
BB99	Other	Deleted

BE - Water

BE	Water	Deleted
BE01	Water	Merged into AH03
BE02	Sewerage	Merged into AH03
BE99	Other	Deleted

BF - Post and courier services

BF	Postal services	Post and courier services	Renamed
BF01	Postal services general		Merged into BF02
BF02	Post and courier services		New
BF99	Other		Merged into BF02

BH - Laundry and dry cleaning

BH	Laundry and dry cleaning	Deleted
BH01	Dry cleaning	Merged into BP13
BH02	Clothing repairs and tailoring	Merged into BP13
BH03	Dyeing	Deleted
BH04	Launderettes	Merged into BP13
BH99	Other	Deleted

BJ – DIY and handypersons

BJ	DIY materials	DIY and handypersons	Renamed
BJ01	DIY materials		
BJ02	Tools (not power)		
BJ03	Paint		Merged into BJ07
BJ04	Wall coverings		Merged into BJ10
BJ05	Handypersons and carpenters		New
BJ06	Locks and locksmiths		New
BJ07	Paint, varnish and wood stain		New
BJ08	Power tools and tool hire		New
BJ09	Trusted trader schemes (schemes not traders)		New
BJ10	Wall coverings (including tiles)		New
BJ99	Other		

BM - Telecommunications

BM	Telecommunications	Deleted
BM01	Telephone services (land line)	Moved to IA04
BM02	Mobile phones (hardware)	Merged into ID07
BM03	Mobile phones (service agreements)	Moved to IA03
BM04	Premium rate services	Merged into IB05
BM05	Remote messaging services	Deleted
BM06	Phone downloads	Deleted
BM99	Other	Deleted

BP - Other household goods and services

BP	Hardware, cleaning and other household goods and services	Other household goods and services	Renamed
BP01	Domestic cleaning products		
BP02	Domestic cleaning services		Merged into BP12
BP03	Crockery		Merged into BP11
BP04	Cooking and dining utensils		Merged into BP11
BP05	Glassware		Merged into BP12
BP06	Ironmongery		Deleted
BP07	Window cleaning services		Merged into BP12
BP08	Chimney sweeps		
BP09	Batteries, chargers and adapters		New
BP10	Candles and open flamed lamps		New
BP11	Crockery, cutlery, pans and glassware		New
BP12	Domestic cleaning and window cleaning		New

BP13	Dry cleaning, clothing repairs and laundry services (including launderettes and ironing)	New
BP14	Glue and solvents	New
BP15	Light bulbs	New
BP16	Mirrors and picture frames	New
BP17	Pest control	New
BP18	Pressure washers and pressure washing services	New
BP19	Smoke alarms	New
BP20	Torches and lights (including seasonal lights)	New
BP21	Waste management, recycling, scrap collection	New
BP99	Other	

BQ – Gardening products and services

BQ	Gardening products and services	
BQ01	Flowers and plants	Merged into BQ10
BQ02	Gardening equipment	Merged into BQ12
BQ03	Lawnmowers	
BQ04	Fences	Merged into BQ14
BQ05	Sheds	Merged into BQ14
BQ06	Seeds and bulbs	Merged into BQ10
BQ07	Garden furniture	
BQ08	Garden tools	Merged into BQ12
BQ09	Gardeners/tree surgeons	Merged into BQ11
BQ10	Flowers and plants (including seeds and bulbs)	New
BQ11	Gardeners, tree surgeons and landscapers	New
BQ12	Gardening equipment and tools	New

BQ13	Ponds, pools and hot tubs	New
BQ14	Sheds, fences and garden gates	New
BQ99	Other	

Personal goods and services

CA - Clothing and footwear

CA	Clothing and clothing fabric	Clothing and footwear	Renamed
CA01	Children's clothing		Merged into CA12
CA02	Women's clothing		
CA03	Men's clothing		
CA04	Sportswear		
CA05	Hats		Deleted
CA06	Clothing material		Merged into CA17
CA07	Furs		Deleted
CA08	Protective clothing		Merged into CA18
CA09	Handbags and accessories		
CA10	Bags and suitcases		New
CA11	Bespoke clothing (including wedding dresses and tailoring)		New
CA12	Children's clothing and footwear		New
CA13	Women's footwear		New
CA14	Men's footwear		New
CA15	Sports footwear		New
CA17	Fabric and haberdashery		New
CA18	Protective clothing and protective footwear		New
CA99	Other		

CB - Disability aids

CB	Disability aids	
CB01	Hearing aids	Merged into CB10
CB02	Mobility aids	Merged into CB13
CB03	Motorised scooters	Merged into CB11
CB04	Motorised wheelchairs	Merged into CB11
CB05	Other mobility vehicles	Merged into CB11
CB06	Stairlifts	
CB07	Adjustable/orthopaedic beds	Merged into CB12
CB09	Bath aids	Merged into CB13
CB10	Hearing and vision aids	New
CB11	Mobility vehicles (powered and unpowered)	New
CB12	Adjustable/orthopaedic chairs/beds	New
CB13	Mobility and bath aids	
CB99	Other	

CD - Medical goods and services

CD	Medical goods and services	
CD01	Dentists	Merged into CD13
CD02	Chiropodists	Merged into CD17
CD03	Opticians	Merged into CD16
CD04	Osteopaths/physiotherapists/chiropractors	
CD05	Private medical cover plans	Merged into DG14
CD06	Pharmaceutical products and medical devices	Split into CD20 and CD15
CD07	Residential care homes	Merged into CD19
CD08	NHS charges and medical expenses	

CD09	Cosmetic surgery (private)	
CD10	Other private medical treatment	
CD11	Dental technicians	Merged into CD13
CD12	Complementary/alternative treatments (excluding quit smoking)	New
CD13	Dental services and hygienists	New
CD14	Home help and social care	New
CD15	Medical devices	New
CD16	Opticians and prescription eyewear	New
CD17	Podiatrists/chiropractors	New
CD18	Quit smoking products and therapies	New
CD19	Residential care/nursing homes	New
CD20	Pharmaceutical products (excluding quit smoking)	New
CD99	Other	

CE - Toiletries, perfumes, beauty treatments and hairdressing

CE	Toiletries, perfumes, beauty treatments and hairdressing	
CE01	Cosmetics (excluding skin creams)	
CE02	Hairdressing	Merged into CE15
CE03	Hair removal therapy	
CE04	Beauty treatments	
CE05	Cosmetic therapies	
CE06	Toiletries	
CE07	Wigs	Merged into CE15
CE08	Hair replacement therapies	

CE09	Slimming products/services	
CE10	Piercing and tattoos	
CE11	Nail shops	
CE12	Hair care products	Split into CE14 and CE16
CE13	Perfume	Merged into CE17
CE14	Hair care products (excluding heated hair care appliances)	New
CE15	Hairdressing and wigs (including hair extensions)	New
CE16	Heated hair care appliances	New
CE17	Perfume and aftershave	New
CE18	Skin creams	New
CE19	Sunbeds and solariums	New
CE20	Teeth whiteners	New
CE99	Other	

CF – Timepieces, jewellery and ornaments

CF	Jewellery, silverware, clocks and watches	Timepieces, jewellery and ornaments	Renamed
CF01	Clocks (including repairs)		
CF02	Watches (including repairs)		
CF03	Silverware		
CF04	Jewellery (including repairs)		
CF05	Artworks and antiques (excluding antique furniture)		New
CF06	Ornaments		New
CF99	Other		

CG – Charities

CG	Charities	New
CG01	Collections	New
CG02	Donations	New
CG03	Sponsorships	New
CG04	Clothing/footwear recycling	New
CG99	Other	New

CH - Tobacco and related products

CH	Tobacco and related products	
CH01	Cigarettes	
CH02	Loose tobacco and papers	
CH03	Cigars/pipes	Deleted
CH04	Lighters	Merged into CH06
CH05	Lighter fuels	Merged into CH06
CH06	Lighters/lighter fuels	New
CH07	E-cigarettes and refills	New
CH08	Paan, bidi and shisha	New
CH99	Other	

CK - Footwear

CK	Footwear	Deleted
CK01	Children's footwear	Merged into CA12
CK02	Women's footwear	Merged into CA13
CK03	Men's footwear	Merged into CA14
CK04	Sports footwear	Merged into CA15
CK05	Footwear repairs	Deleted
CK99	Other	Deleted

CL - Nursery goods and services

CL	Nursery goods and services	
CL01	Buggies, prams and pushchairs	
CL02	Cots	Merged into CL11
CL03	High chairs	Merged into CL11
CL04	Child minding	Merged into CL12
CL05	Day care services	Merged into CL12
CL06	Other nursery furniture	Merged into CL11
CL07	Nursery education	Merged into CL12
CL08	Child car seats	
CL09	Baby care products	New
CL10	Baby carriers	New
CL11	Baby/nursery furniture and bedding	New
CL12	Child minding/day care services and nursery education	New
CL99	Other	

CM - Home-working schemes and gifting schemes

CM	Home-working schemes and gifting schemes	Deleted
CM01	Home working	Moved to CN03
CM02	Gifting schemes	Deleted
CM99	Other	Deleted

CN – Education, employment and training

CN	Education, employment and training	New
CN01	Correspondence/distance learning courses	New
CN02	Class-based training	New
CN03	Homeworking	New
CN04	Modelling/talent	New
CN05	Recruitment/employment	New
CN99	Other	New

CZ – Other personal goods and services

CZ	Other personal goods and services		
CZ01	Introduction agencies	Dating agencies	Meaning clarified
CZ02	Correspondence/distance learning courses		Moved to CN01
CZ03	Sunbeds and solarium services		Moved to CE19
CZ04	Sunglasses		Split into CD16 and CZ15
CZ05	Bags and suitcases		Moved to CA10
CZ06	Stationery		
CZ07	Genealogy services		
CZ08	Modelling/talent agencies		Merged into CN04

CZ09	Glue and solvents	Moved to BP14
CZ10	Will preparation services	Merged into DY17
CZ11	Escort agencies	New
CZ12	Gift cards and vouchers	New
CZ13	Priority services and discount/loyalty schemes	New
CZ14	Psychics, clairvoyants and horoscopes	New
CZ15	Sunglasses (non-prescription)	New
CZ99	Other	

Professional and financial services

DA - Retail banking

DA	Personal banking	Retail banking	Renamed
DA01	Banking services		Deleted
DA02	Building society services		Deleted
DA03	Credit unions		Deleted
DA04	Current accounts		New
DA05	Savings accounts		New
DA06	Foreign currency exchange/Bureau de change		New
DA07	Payments services		New
DA08	Money transfer services		New
DA99	Other		

DB - Credit not secured on property

DB	Hire and unsecured credit	Credit not secured on property	Renamed
DB01	Credit agreements/loans (linked)		
DB02	Credit agreements/loans (not linked)		Deleted see DB10 to DB14
DB03	Hire purchase/conditional sale agreements		
DB04	Credit cards		Merged into DB11
DB05	Debit cards		Deleted see DA04 and DA07
DB06	Store cards		Merged into DB11
DB07	Overdrafts		
DB08	Cheque cashing services		Deleted

DB09	Pawnbroking	Merged into DB10
DB10	Buy-back services and pawnbrokers	New
DB11	Credit and store cards	New
DB12	Payday loans	New
DB13	Logbook and guarantor loans	New
DB14	Personal and student loans	New
DB15	Illegal lenders/loan sharks	New
DB99	Other	

DE - Ancillary credit business

DE	Ancillary credit business	
DE01	Credit brokers	
DE02	Credit reference agencies	
DE03	Debt adjusting	Merged into DE08
DE04	Debt collection	Deleted see DE07 and DE09
DE05	Credit repair	Merged into DE06
DE06	Credit information services (including credit repair)	New
DE07	Debt collection (excluding enforcement agents)	New
DE08	Debt management/adjustment	New
DE09	Enforcement agents of court orders (including bailiffs and sheriff officers)	New
DE10	Insolvency practitioners and services	New
DE99	Other	

DG - Insurance

DG	Insurance		
DG01	Motor		
DG02	Buildings		
DG03	Contents		Merged into DG12
DG04	Holiday/travel		
DG05	Extended warranties		
DG06	Payment protection		
DG07	Brokers and intermediaries		
DG08	Life	Life (including term insurance)	Meaning clarified
DG09	Pet		
DG10	Health		Merged into DG14
DG11	Business and indemnity		New
DG12	Contents and gadgets		New
DG13	Emergency utility repair (e.g. heating, water)		New
DG14	Private health and dental		New
DG99	Other		

DL - Mortgages, mortgage brokers and credit secured on property

DL	Mortgages and secured credit	Mortgages, mortgage brokers and credit secured on property	Renamed
DL01	Mortgages		
DL02	Mortgage brokers		

DL03	Secured loans (non-mortgage)	New
DL99	Other	

DN - Pensions

DN	Pensions		
DN01	Occupational pensions	Workplace/ occupational pensions	Meaning clarified
DN02	Non-occupational pensions	Non-workplace/ non-occupational pensions	Meaning clarified
DN03	Pension release schemes		New
DN99	Other		

DP - Estate agents and property purchase services

DP	Estate agents & house purchase services	Estate agents & property purchase services	
DP01	Estate agents		
DP02	House valuation		Deleted
DP03	Conveyancing		Merged into DY15
DP04	Quick sale/sale and rent back schemes		New
DP99	Other		

DQ - Letting and property management services

DQ	Letting and property management services	
DQ01	Letting agents	
DQ02	Property management agents	

DQ03	Landlords	
DQ04	University/student accommodation	Deleted
DQ05	Tenancy deposit schemes	New
DQ99	Other	

DY - Professional and legal services

DY	Professional services	Professional and legal services	Renamed
DY01	Architects		
DY02	Surveyors		
DY03	Solicitors		Merged into DY15
DY04	Accountants		
DY05	Employment agencies		Merged into CN05
DY06	Funeral services		
DY07	Educational services		Split into CN01 and CN02
DY08	Advertising agencies		Moved to GA08
DY09	Stock brokers (shares)		Merged into DY16
DY10	Bureau de change		Merged into DA06
DY11	Investment/ financial advisers	Investment/financial planning/advice	Meaning clarified
DY12	Legal advice lines		Deleted
DY13	Claims management		New
DY14	Price comparison and switching		New
DY15	Solicitors (including conveyancing)		New
DY16	Wealth/investment management and stockbroking		New
DY17	Wills, power of attorney and probate services		New

DY99	Other
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Transport

ED - New vehicles

ED	New cars	New vehicles	Renamed
ED01	Purchased from franchise dealer		Moved to Purchase Methods
ED02	Purchased from independent dealer		Moved to Purchase Methods
ED03	New car		New
ED04	New motorcycle		New
ED05	New commercial vehicle		New
ED06	New agricultural vehicle		New
ED07	New motorhome		New
ED08	New motor scooter		New
ED09	New quad bike, mini moto and trike		New
ED99	Other		

EE - Used vehicles

EE	Second hand cars	Used vehicles	Renamed
EE01	Purchased from franchise dealer		Moved to Purchase Methods
EE02	Purchased from independent dealer		Moved to Purchase Methods
EE03	Used car		New
EE04	Used motorcycle		New
EE05	Used commercial vehicle		New
EE06	Used agricultural vehicle		New

EE07	Used motorhome	New
EE08	Used motor scooter	New
EE09	Used quad bike, mini moto and trike	New
EE10	Vehicle history check	New
EE99	Other	

EF - Car repairs and servicing

EF	Car repairs and servicing	Deleted
EF01	Franchise garage/dealership	Moved to Purchase Methods
EF02	Independent garage	Moved to Purchase Methods
EF03	Mobile	Moved to Purchase Methods
EF99	Other	Deleted

EG - Other motor vehicle purchases

EG	Other motor vehicle purchases	Deleted
EG01	Commercial vehicles	Split into ED05 and EE05
EG02	Motor homes	Split into ED07 and EE07
EG03	Motorcycles	Split into ED04 and EE04
EG04	Motor scooters	Split into ED08 and EE08
EG99	Other	Deleted

EH - Motor vehicle repairs and servicing

EH	Other motor vehicle repairs and servicing	Motor vehicle repairs and servicing	Renamed
EH01	Commercial vehicles		Deleted
EH02	Motor homes		Deleted
EH03	Motorcycles		Deleted
EH04	Motor scooters		Deleted
EH05	Car MOT, service and repairs		New
EH06	Other vehicle MOT, service and repairs		New
EH07	Battery/electrical		New
EH08	Brakes		New
EH09	Engines		New
EH10	Exterior bodywork and windscreen		New
EH11	Gears and clutches		New
EH12	Interior (including air-con, infotainment tech, sat nav)		New
EH13	Vehicle scrappage and salvage		New
EH14	Tyres new		New
EH15	Tyres part worn		New
EH16	Vehicle consumables (e.g. engine oil, anti-freeze/screen wash)		New
EH17	Wheels and suspension		New
EH99	Other		Deleted

EJ - Spares and accessories

EJ	Spares and Accessories	Deleted
EJ01	Tyres	Split into EH14 and EH15
EJ02	Spares and accessories	Deleted – see EH
EJ99	Other	Deleted

EK - Bicycles, repairs and accessories

EK	Bicycles and repairs	Bicycles, repairs and accessories	
EK01	Bicycles	Bicycles (including electric push bicycles)	Meaning clarified
EK02	Repairs		
EK03	Bicycle parts, spares and accessories		New
EK99	Other		

EL - Vehicle fuel and charging stations

EL	Petrol and oil	Vehicle fuel and charging stations	Renamed
EL01	Petrol		
EL02	Diesel		
EL03	LGP Autogas	LPG Autogas	Correction
EL04	Oil		Merged into EH16
EL05	Lubricants		Merged into EH16
EL06	Electric vehicle charging station		New
EL99	Other		

EY - Boats, caravans, trailers

EY	Boats, caravans, trailers	
EY01	Caravans (static and mobile)	Merged into EY05
EY02	Boats, accessories, other recreational craft (including surf boards)	Merged into EY04
EY03	Trailers and towing equipment	
EY04	Boats, boat parts, accessories and services (excluding rentals)	New
EY05	Caravans (mobile)	New
EY99	Other	

EZ - Other motoring costs

EZ	Other motoring costs	
EZ01	Car rental/hire (self-drive)	Merged into EZ15
EZ02	Car rental/hire (with driver)	Merged into EZ16
EZ03	Driving lessons	
EZ04	Car parking and clamping	Split into EZ11 and EZ12
EZ05	Breakdown services	
EZ06	Motor vehicle associations and clubs	Deleted
EZ07	Garage rents	Deleted
EZ08	Airport parking and meet & greet services	New
EZ09	Carpooling and car clubs	New
EZ10	Car washes, valeting and products	New
EZ11	Parking and parking penalties (private)	New
EZ12	Parking and parking penalties (public)	New

EZ13	Traffic penalties (excluding parking, tolls and congestion charges)	New
EZ14	Tolls and congestion charges	New
EZ15	Vehicle rental/hire (self-drive)	New
EZ16	Vehicle rental/hire (with driver)	New
EZ99	Other	

Leisure

FD - Boats, caravans, camping and park homes

FD	Holiday caravan renting, caravan/camping sites and boats	Boats, caravans, camping and park homes	Renamed
FD01	Caravan sites		Merged into FD05
FD02	Caravan rental		Merged into FD06
FD03	Camp sites		Merged into FD05
FD04	Boat rental		Merged into FD06
FD05	Static caravans, caravan sites, campsites and park homes		New
FD06	Touring caravans, camper vans and boat rental		New
FD99	Other		

FE - Timeshare

FE	Timeshare	Deleted
FE01	Timeshare	Merged into FG12
FE02	Holiday clubs	Merged into FG12
FE03	Timeshare resale	Moved to FG13
FE99	Other	Deleted

FG - Holidays and accommodation

FG	Holidays	Holidays and accommodation	Renamed
FG01	Travel agents		
FG02	Accommodation (UK/overseas)		Merged into FG11
FG03	Package holidays in UK		
FG04	Package holidays overseas		Merged into FG10
FG05	Inclusive tours		Merged into FG08
FG06	Activity package holidays overseas		New
FG07	All inclusive package holidays overseas		New
FG08	Cruises and tours		New
FG09	Hotels, guest houses and B&Bs		New
FG10	Package holidays overseas (excluding all-inclusive or activity packages)		New
FG11	Self-catering accommodation		New
FG12	Timeshares and holiday clubs		New
FG13	Timeshare resale		New
FG99	Other		

FH - Catering and accommodation

FH	Entertainment, catering and accommodation	Catering and accommodation	Renamed
FH01	Cinema		
FH02	Catering		
FH03	Restaurants		
FH04	Night clubs		Merged into FI06
FH05	Disco hire		Deleted - see FI04
FH06	Hotels, guest houses, B&B		Moved to FG09
FH07	Mobile food vendors		
FH08	Pubs and inns		
FH09	Hampers		Deleted
FH10	Theatre		
FH11	Takeaways		
FH12	Event catering		New
FH13	Mobile and street food vendors		New
FH14	Pubs, inns and bars		New
FH14	Sandwich bars, cafés and coffee shops		New
FH15	Takeaways and fast food		New
FH99	Other		

FI - Culture and entertainment

FI	Culture and entertainment	New
FI01	Cinemas	New
FI02	Concerts and festivals	New
FI03	Event days/excursions and spas	New
FI04	Event planning services	New
FI05	Galleries	New
FI06	Night clubs (including lap dancing clubs)	New
FI07	Sporting events and venues	New
FI08	Theatre	New
FI09	Ticket resale	New
FI10	Visitor attractions (e.g. theme parks, heritage sites, fairgrounds)	New
FI99	Other	New

FJ - Internet facilities

FJ	Internet Facilities	Deleted
FJ01	Internet service providers	Merged into IA02
FJ02	Chat rooms	Deleted - see IB
FJ03	News services	Merged into IC02
FJ04	Domain name services	Moved to GA12
FJ05	Pay-per-view services	Merged into IB07
FJ99	Other	Deleted

FK - Books, newspapers and magazines

FK	Books, newspapers and magazines	
FK01	Books	Merged into FK05
FK02	Magazines	Merged into FK06
FK03	Newspapers	Merged into FK06
FK04	Partworks	Deleted
FK05	Books and e-books	New
FK06	Newspapers, magazines (including online)	New
FK99	Other	

FL – Sports and hobby equipment and services

FL	Sports and hobby equipment and services	
FL01	Camping equipment	
FL02	Sports equipment	
FL03	Stamps	Merged into FL12
FL04	Coins	Merged into FL12
FL05	Musical instruments	
FL06	Health clubs and gyms	Merged into FL10
FL07	Sports facilities	
FL08	Binoculars, telescopes and other optical instruments	New
FL09	Children’s extra-curricular classes (including dance and acting classes and sports clubs)	New
FL10	Health clubs, gyms and studios/classes (e.g. dance, swimming)	New
FL11	Model sets/kits	New
FL12	Stamps, coins and collectables	New

FL99	Other	
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FM – Toys and games

FM	Toys, games	Toys and games	Renamed
FM01	Toys		Split into FM03-FM99
FM02	Games	Games (e.g. board/card games)	Meaning clarified
FM03	Dolls and soft toys		New
FM04	Garden toys (e.g. trampolines, climbing frames)		New
FM05	Radio-controlled toys and drones		New
FM99	Other		

FN - CDs, games video tapes, video games software, computer (non-operating system) software, DVDs

FN	CDs, games video tapes, video games software, computer (non-operating system) software, DVDs	Deleted
FN01	Compact discs	Merged into IC06
FN02	DVDs	Merged into IC06
FN03	Audio and videotapes	Merged into IC06
FN04	Video games and software	Merged into IC06
FN05	Computer games	Split into IC05 and IC06
FN06	Vinyl records	Merged into IC06
FN99	Other	Deleted

FO - Pets and veterinarian products/services

FO	Pets and veterinarian products/services		
FO01	Animals and pets	Animals and pets (excluding farm animals)	Meaning clarified
FO02	Kennels and animal boarding		
FO03	Pet foods		
FO04	Veterinarian goods and services		
FO05	Animal breeders and puppy farms		New
FO06	Horsebox		New
FO07	Horse stabling/livery services		New
FO08	Pet/animal accessories and grooming		New
FO99	Other		

FP - Betting, competitions, prize draws and business guides

FP	Betting, competitions, prize draws and business guides		
FP01	Betting services		
FP02	Lotteries		Merged into FP10
FP03	Scratch cards		Merged into FP10
FP04	Chain letters		
FP05	Prize draws		Merged into FP08
FP06	Business guide		Deleted
FP07	Data protection letters		Deleted
FP08	Competitions and prize draws		New
FP09	Lifestyle surveys		New
FP10	Lotteries and scratch cards		New

FP99	Other	
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FQ - Photography

FQ	Photography	
FQ01	Cameras	
FQ02	Film processing	
FQ03	Films (photographic)	Deleted
FQ04	Video cameras	
FQ05	Photographic equipment	
FQ06	Photographers	
FQ07	Optical instruments	Merged into FL08
FQ08	Photo and film processing/printing (including transfer services)	New
FQ09	Photographers/videographers	New
FQ10	Video/action cameras	New
FQ99	Other	

FZ - Other recreational products

FZ	Other recreational goods and services including age-restricted items	Other recreational products	Renamed
FZ01	Fireworks		Merged into FZ05
FZ02	Explosives		Merged into FZ05
FZ03	Knives		
FZ04	Psychics, clairvoyants and horoscopes		Moved to CZ14
FZ05	Fireworks and explosives		New

FZ06	Laser pointers	New
FZ07	Psychoactive substances (a.k.a. legal highs)	New
FZ99	Other	

Commercial goods and services

GA - Industrial/commercial goods and services

GA	Industrial/commercial goods and services	
GA01	Industrial/commercial goods	
GA02	Industrial/commercial services	
GA04	Farm animals and farm fertilizer	Split into GA06 and GA07
GA05	Farm animal feeds	Merged into GA07
GA06	Farm animals	New
GA07	Farm animal feeds and farm fertilizers	New
GA08	Advertising agencies	New
GA09	Business transfer agents	New
GA10	Directory listing services (including search engine optimisation)	New
GA11	Intellectual property (copyright, patents and trademarks)	New
GA12	Websites, hosting, domain names and social media services	New
GA99	Other	

Broadcasting

HA - Broadcasting

HA	Broadcasting	Deleted
HA01	Content of broadcasts	Merged into IC02
HA03	Reception of broadcasts	Deleted - see complaint type 16E
HA99	Other	Deleted

Communication and technology

IA - Core communications services

IA	Core communications services	New
IA01	Bundled services	New
IA02	Internet service (e.g. broadband, WiFi, MiFi, dial-up)	New
IA03	Mobile phone (service agreements)	New
IA04	Telephone services (landlines)	New
IA05	TV services	New
IA99	Other	New

IB - Ancillary communication/technology services

IB	Ancillary communication/technology services	New
IB01	Anti-malware/virus software and services	New
IB02	Other software	New
IB03	Call blockers/telephone restriction services	New
IB04	Computer helplines	New
IB05	Directory enquiry and premium rate telephone services	New
IB06	International phone cards	New
IB07	One-off pay per view services	New
IB99	Other	New

IC - Digital/media content

IC	Digital/media content	New
IC01	Apps	New
IC02	Digital/media content (including broadcasts)	New
IC03	Data storage (including cloud services)	New
IC04	Downloads/streaming	New
IC05	Online video gaming	New
IC06	Media products (DVDs, USBs, games cartridges, vinyl records, etc.)	New
IC07	Social media	New
IC99	Other	New

ID - Media devices, accessories and repairs

ID	Media devices, accessories and repairs	New
ID01	Audio equipment (e.g. MP3s, radios, speakers)	New
ID03	Computers (e.g. PCs, laptops, tablets)	New
ID04	Computer parts, cables and accessories	New
ID05	Computer repairs	New
ID06	Games consoles	New
ID07	Mobile phone handsets and accessories	New
ID08	Mobile phone repairs and unlocking	New
ID09	Printers, scanners and ink cartridges	New
ID10	TVs	New
ID11	TV related products	New
ID12	Wearable technology (e.g. fitness monitors)	New
ID99	Other	New

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