

**The FCA's response to the
Complaints Commissioner's Report**

FCA00641

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We have considered the Final Report of the Complaints Commissioner on complaint FCA00641.

The FCA notes Commissioner's decision not to uphold the complaint.

As noted in the Final Report, the FCA has accepted the recommendations made on this complaint. We have written to the complainant to offer an ex gratia payment of £250 for delays in complaint handling.

17 November 2020