

**The FCA's response to the
Complaints Commissioner's Report 202400259
Published on 7 August 2025**

We have carefully considered the Complaints Commissioner's (the Commissioner) Final Report.

The Commissioner recommends that we carry out work to understand whether there are concerns around firms accepting pension transfers from insistent customers.

We accept this recommendation and through our supervisory work will consider the issues raised by this case. We will update the Commissioner in six months' time.

We also accept the Commissioner's recommendation to apologise to the complainant for our handling of this case.