

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

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We have carefully considered the Final Report from the Complaints Commissioner (the Commissioner) dated 13 June 2025 in relation to this complaint. We express our sympathy for the situation that investors in The House Crowd Limited ("THC") have experienced due to the administration and liquidation of the firm.

Paragraph 2.4 of the Complaints Scheme 2023 requires complainants to raise their concerns within 12 months of when they first become aware of the relevant issues.

Upon careful consideration, and in the light of the helpful analysis provided by the Commissioner, we accept that the complainants made their complaint within 12 months of becoming aware of the relevant issues. We therefore accept the Commissioner's recommendation to investigate. We will write to the complainants to inform them of our decision.