

**From:** Nick McGruer  
**Sent:** 30 June 2023 15:28  
**To:** Charlie Gluckman; [REDACTED]  
**Cc:** [REDACTED] Jonathan Pearson; Maria Luchoo  
**Subject:** RE: Awards for D&I under CONRED - amendments to website for approval

Thanks [REDACTED] supportive of this approach. [REDACTED]

[REDACTED] the key is consumers won't know in the main they can raise this and so this will help them to be aware. This is also relevant to the c.400 people who have complained to the FCA.

**From:** Charlie Gluckman <Charlie.Gluckman@fca.org.uk>  
**Sent:** 29 June 2023 20:43  
**To:** [REDACTED] @fca.org.uk>; Nick McGruer <Nick.McGruer@fca.org.uk>  
**Cc:** [REDACTED] @fca.org.uk>; [REDACTED] @fca.org.uk>; Jonathan Pearson <Jonathan.Pearson@fca.org.uk>  
**Subject:** RE: Awards for D&I under CONRED - amendments to website for approval

Hi [REDACTED]  
I'm very supportive of this and agree with the proposed approach from a policy perspective. [REDACTED]

Charlie

**From:** [REDACTED] @fca.org.uk>  
**Sent:** 29 June 2023 15:30  
**To:** Charlie Gluckman <Charlie.Gluckman@fca.org.uk>; Nick McGruer <Nick.McGruer@fca.org.uk>  
**Cc:** [REDACTED] @fca.org.uk>; [REDACTED] @fca.org.uk>; Jonathan Pearson <Jonathan.Pearson@fca.org.uk>  
**Subject:** Awards for D&I under CONRED - amendments to website for approval

Dear Charlie and Nick,

Following a query that [REDACTED] at FOS received from [REDACTED]

[REDACTED] I  
**am seeing your approval to make the amendments set out below to the consumer and firm webpages.**

Making the amendments set out below:

Figure 1 is a 2D grayscale heatmap representing a spatial distribution over time. The horizontal axis (x-axis) is labeled 'Distance' and ranges from 0 to 1000. The vertical axis (y-axis) is labeled 'Time' and ranges from 0 to 100. The distribution is characterized by a central, elongated peak centered at approximately (500, 50). There are two smaller, secondary peaks located at approximately (250, 75) and (750, 75). The background is dark gray, indicating low values of the variable, while the peaks are bright white, indicating high values. The overall shape is roughly rectangular with rounded corners, centered around the (500, 50) point.

I would welcome your thoughts on the proposed approach and also on the draft amendments in red below.

Happy to set up a meeting to discuss if that would be helpful.

Thanks

## Proposed changes:

## **BSPS Consumer webpages:**

<https://www.fca.org.uk/consumers/british-steel-pension-redress-scheme/redress-calculations>

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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