

## Annex A

- **Section 21 (Information reasonably accessible to the applicant by other means)**

We are not required to provide you with this publicly available information as it is accessible to you by other means.

FOIA states that information should be considered to be reasonably accessible to the applicant, if it is information which the FCA or any other person is obliged by or under any enactment to communicate (otherwise than by making the information available for inspection) to members of the public on request, whether free of charge or on payment.

To the extent that the information we hold is publicly available, we are exempt from the duty to release it under the section 21 of FOIA, as this is information which is accessible to you by other means.

As mentioned, the information you have asked for can be obtained from the following links:

2020-21

<https://www.fca.org.uk/data/service-standards-2020-21>

2021-22

<https://www.fca.org.uk/data/fca-operating-service-metrics-2021-22>

2022-23