



Financial Conduct Authority

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FINAL NOTICE

To: **Reliable Runners Limited**

**Firm
Reference
Number:** **707062**

Address: **Unit 3
Bell Park
Bell Close
Newnham Industrial Estate
Plymouth
PL7 4TA**

Dated: **10 March 2017**

ACTION

1. For the reasons set out in this Final Notice, the Authority hereby takes the following action against RRL.
2. The Authority gave RRL the Decision Notice, which notified RRL that, for the reasons given below and pursuant to section 55J of the Act, the Authority had decided to cancel the permission granted to RRL under Part 4A of the Act.
3. RRL has not referred the matter to the Tribunal within 28 days of the date on which the Decision Notice was given to it.
4. Accordingly, the Authority has today cancelled RRL's Part 4A permission.

DEFINITIONS

5. The definitions below are used in this Final Notice (and in the Annex):

"the Act" means the Financial Services and Markets Act 2000;

"the Authority" means the Financial Conduct Authority;

"the Decision Notice" means the Decision Notice issued to RRL on 18 January 2017;

"EG" means the Authority's Enforcement Guide;

"the Handbook" means the Authority's Handbook of rules and guidance;

"the Principles" means the Authority's Principles for Businesses;

"RRL" means Reliable Runners Limited;

"RRL's Part 4A permission" means the permission granted by the Authority to RRL pursuant to Part 4A of the Act;

"the suitability Threshold Condition" means the threshold condition set out in paragraph 2E of Schedule 6 to the Act;

"SUP" means the section of the Authority's Handbook entitled 'Supervision Manual';

"the Threshold Conditions" means the threshold conditions set out in Schedule 6 to the Act;

"the Tribunal" means the Upper Tribunal (Tax and Chancery Chamber); and

"the Warning Notice" means the Warning Notice issued to RRL on 22 December 2016.

RELEVANT STATUTORY PROVISIONS

6. The statutory and regulatory provisions relevant to this Final Notice are set out in the Annex.

SUMMARY OF THE REASONS

7. On the basis of the facts and matters and conclusions described in the Warning Notice, and in the Decision Notice, it appears to the Authority that RRL is failing to satisfy the suitability Threshold Condition, in that the Authority is not satisfied that RRL is a fit and proper person having regard to all the circumstances.
8. RRL has failed to notify the Authority of a change in the address and telephone number of its principal place of business and has failed to deal openly and co-operatively with the Authority (in not providing up-to-date contact details).

FACTS AND MATTERS

9. RRL was authorised by the Authority on 1 July 2015 to conduct consumer credit business.

10. Correspondence sent by the Authority on 19 October and 15 November 2016 to the postal address last notified by RRL to the Authority as RRL's principal place of business was returned to the Authority with the annotations "addressee unknown" and "address incomplete" respectively.
11. Correspondence sent by the Authority on 15 November 2016 to the email address last notified by RRL to the Authority was returned as undeliverable.
12. The Authority attempted to contact RRL on 12 October and 15 November 2016 on the last telephone number RRL provided to the Authority. The Authority was unable to connect the call as the telephone number was disconnected.
13. Accordingly, it appears to the Authority that RRL has failed to notify the Authority of a change in the address and telephone number for its principal place of business.

FAILINGS

14. As set out in the facts and matters described above, the Authority has made repeated unsuccessful attempts to contact RRL using the postal address, email address and telephone number held by the Authority in relation to RRL.
15. The Authority has concluded, on the basis of the facts and matters described above, that:
 - a. RRL has failed to notify the Authority of a change in the address and telephone number of its principal place of business contrary to SUP 15.5.4R(1) and SUP 15.5.5R(1) respectively;
 - b. RRL has failed to deal openly and co-operatively with the Authority in breach of Principle 11 (Relations with regulators) of the Principles (in not providing up-to-date contact details);
 - c. RRL has not demonstrated that it is ready, willing and organised to comply with the requirements and standards under the regulatory system, namely the requirements in SUP 15.5.4R(1) and SUP 15.5.5R(1) to give the Authority reasonable advance notice of a change in the firm's principal place of business and telephone number, and the date of the change;
 - d. RRL has therefore failed to satisfy the Authority that its business is being managed in such a way as to ensure that its affairs will be conducted in a sound and prudent manner or that it is a fit and proper person having regard to all the circumstances; and
 - e. RRL is therefore failing to satisfy the suitability Threshold Condition in relation to its permitted regulated activities,

and accordingly, RRL's Part 4A permission should be cancelled.

DECISION MAKER

16. The decision which gave rise to the obligation to give this Final Notice was made by the Regulatory Decisions Committee.

IMPORTANT

17. This Final Notice is given to RRL in accordance with section 390(1) of the Act.

Publicity

18. The Authority must publish such information about which this Final Notice relates as the Authority considers appropriate. The information may be published in such manner as the Authority considers appropriate. However, the Authority may not publish information if such information would, in the opinion of the Authority, be unfair to RRL or prejudicial to the interests of consumers.
19. The Authority intends to publish such information about the matter to which this Final Notice relates as it considers appropriate.

Authority Contact

20. For more information concerning this matter generally, RRL should contact Janan Akkad at the Authority (direct line: 0207 066 0230).

John Kirby
Enforcement and Market Oversight Division

ANNEX**RELEVANT STATUTORY PROVISIONS**

1. Section 55J(1) of the Act provides that the Authority may cancel a firm's Part 4A permission where, amongst other things—
 "it appears to the [Authority] that—
 (a) [the firm] is failing, or is likely to fail, to satisfy the threshold conditions ...;
 [...]. "
2. The suitability Threshold Condition provides:
 "[The firm] must be a fit and proper person having regard to all the circumstances, including—
 [...]
 (d) whether [the firm] has complied and is complying with requirements imposed by the [Authority] in the exercise of its functions, or requests made by the [Authority], relating to the provision of information to the [Authority] and, where [the firm] has so complied or is so complying, the manner of that compliance;
 [...]
 (f) whether [the firm's] business is being, or is to be, managed in such a way as to ensure that its affairs will be conducted in a sound and prudent manner
 [...]."

RELEVANT HANDBOOK PROVISIONS

3. In exercising its power to cancel a Part 4A permission, the Authority must have regard to guidance published in the Handbook and in Regulatory Guides, such as EG. The relevant main considerations in relation to the action specified above are set out below.

Relevant Principle

4. Principle 11 (Relations with regulators) of the Principles (PRIN 2.1.1R) provides:
 "A *firm* must deal with [the Authority] in an open and cooperative way, and must disclose to [the Authority] appropriately anything relating to the *firm* of which [the Authority] would reasonably expect notice."

Relevant Rules

5. SUP 15.5.4R provides:
 "A *firm* must give the [Authority] reasonable advance notice of a change in any of the following addresses, and give details of the new address and the date of the change:

(1) the *firm's* principal place of business in the *United Kingdom*;

[...]."

6. SUP 15.5.5R provides:

"A *firm* must give the [Authority] reasonable advance notice of a change in any of the following telephone numbers, and give details of the new telephone number and the date of the change:

(1) the number of the *firm's* principal place of business in the *United Kingdom*;

[...]."

Guidance concerning the suitability Threshold Condition

7. Guidance on the suitability Threshold Conditions is set out in COND 2.5.

8. COND 2.5.2G states that the Authority will take into consideration anything that could influence a firm's continuing ability to satisfy the threshold conditions set out in paragraph 2E of Schedule 6 to the Act.

9. COND 2.5.6G states that examples of the kind of particular considerations to which the Authority may have regard when assessing whether a firm will satisfy, and continue to satisfy, the suitability Threshold Condition include whether:

- the firm has been open and co-operative in all its dealings with the Authority and is ready, willing and organised to comply with the requirements and standards under the regulatory system (COND 2.5.6G(1));
- the firm has contravened, amongst other things, the provisions of the regulatory system, which include the Principles and other rules (COND 2.5.6G(4)).

OTHER RELEVANT REGULATORY PROVISIONS

10. The Authority's policy in relation to its enforcement powers is set out in EG, certain provisions of which are summarised below.

Cancelling a firm's Part 4A permission on the Authority's own initiative

11. EG 8.5.1(1) states that the Authority will consider cancelling a firm's Part 4A permission using its own initiative power contained in section 55J of the Act in circumstances where the Authority has very serious concerns about the firm, or the way its business is or has been conducted.

12. EG 8.5.2 provides examples of the types of circumstances in which the Authority may cancel a Part 4A permission. One such example is the failure to provide the Authority with valid contact details or failure to maintain the details provided, such that the Authority is unable to communicate with the firm (EG 8.5.2(6)).