Yours sincerely,

Information Access Team

Your right to complain under the Act
If you are unhappy with the decision made in relation to your request, you have the right to request an internal review. If you wish to exercise this right you should contact us within three months of the date of this response.

If you are not content with the outcome of the internal review, you also have a right of appeal to the Information Commissioner at Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF. Telephone: 01625 545 700. Website: www.ico.org.uk

Annex

Point 1

The figures contained within the table below represent new whistleblowing disclosures recorded by the Whistleblowing Team in line with our whistleblowing policy. The Whistleblowing Team raises a case for each new disclosure received via phone, email, letter or other referral that is considered to be a whistleblowing matter as defined above.

<table>
<thead>
<tr>
<th>Period</th>
<th>Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 October 2011 – 30 September 2012</td>
<td>614</td>
</tr>
<tr>
<td>1 October 2012 – 30 September 2013</td>
<td>742</td>
</tr>
<tr>
<td>1 October 2013 – 30 September 2014</td>
<td>1348</td>
</tr>
</tbody>
</table>

Point 2

The List of ‘Subject’ types on the case management system used by the Whistleblowing Team to record cases are; Competition, Consumer Credit, Consumer Detriment, Crime, Culture of organisation, Fitness & Propriety, FX-related, Market Activity, Non-regulated products, Other, Pension, Remuneration and Incentivisation, Systems & Controls and Treating Customers Fairly. It should be noted that when a case is raised one primary ‘Subject’ can be recorded although a case may contain elements of several ‘Subject’ types.

The number of cases, broken down by ‘Subject’ type for the year 1 September 2013 – 30 September 2014, are as follows;

- Competition: 7
- Consumer Credit: 49
- Consumer Detriment: 227
- Crime: 156
- Culture of organisation: 285
- Fitness & Propriety: 226
- FX-related: 13
- Market Activity: 58
- Non-regulated products: 53
- Other: 74
- Pension: 55
- Remuneration & Incentivisation: 65
- Systems & Controls: 101
- Treating customers fairly: 68
Section 12 (Cost of compliance exceeds appropriate limit)

The Act requires us to comply with a request, unless it would be too expensive to do so, as estimated in accordance with the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 made by the Department of Constitutional Affairs (now Ministry of Justice). The regulations provide that, for the FCA, the cost limit is £450, i.e. 18 hours at the rate of £25 per person hour. The regulations allow us to take into account when estimating the cost of complying with a request the time spent determining whether we hold the information requested, locating and retrieving it, and extracting the information from the relevant document(s).

As explained above, the information for the period 1 October 2011 to 31 August 2013 is not recorded or held in a readily extractable format. Therefore, to process your request would require the records for each case for that period to be manually accessed and a case type determined. This exercise, we believe, would take well in excess of 18 hours. On that basis, we estimate that the cost of retrieving the information you have requested would far exceed the £450 limit.

As our policy is not to divert our resources from our regulatory functions in order to meet requests under the Act in excess of the cost limit, we will not carry out an exercise to identify the information you have requested.