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(By email)

28 April 2016

Our Ref: FOI4488

Dear

### **Freedom of Information : Right to know request**

We refer to your request under the Freedom of Information Act 2000 (the Act), for the following information:

- "1. The number of complaints received by firms regulated by the Financial Conduct Authority (FCA) in regard to Individual Savings Accounts (ISAs) by equal 12 month time periods in 2013, 2014 and 2015*

*Apologies if the terminology is not correct but, to clarify, this in reference to the research published by the FCA which can be found at this link: <http://www.fca.org.uk/firms/systems-reporting/complaints-data/aggregate-complaints-data>*

- 2. If possible, within the terms of the terms of the Freedom of Information Act, a breakdown of the complaints received by firms regulated by the FCA regarding ISAs by equal 12 month time periods in 2013, 2014, 2015 by any category of issue used by the FCA*

*If it is not possible, within the time and cost restrictions of the Freedom of Information Act, to provide the number of complaints received by firms regulated by the FCA in regard to ISAs by equal 12 month time periods in 2013, 2014 and 2015, please could you provide the number of complaints received in 2014 and 2015, and if this is not possible, then the number of complaints received in 2015 only.*

*If it is not possible, within the time and cost restrictions of the Freedom of Information Act, to provide a breakdown, by category of issue experienced, of the complaints received by the FCA regarding ISAs by equal 12 month time periods in 2013, 2014 and 2015, please could you provide a breakdown for 2014 and 2015, and if this is not possible, then a breakdown for 2015 only."*

On 15 April 2016 we advised that, in respect of point 1, we are unable to extract information for Cash ISAs only. This is because firms submit their complaints data in the overall category 'Savings (inc Cash ISA) and other banking' and there is no further

breakdown for Cash ISAs only. You confirmed that you were content with the information provided on our website at the link below.

<http://www.fca.org.uk/firms/systems-reporting/complaints-data/aggregate-complaints-data>

In respect of point 2, you confirmed that you wish to receive the breakdown of the complaints into the categories of issues for both '*Savings (inc Cash ISA) and other banking*' and '*PEPs/ISAs (exc. Cash ISAs)*'. The categories of issues that we collect complaints data on are as follows (and as shown in the [Complaints Return](#) form):

- Advising, selling and arranging;
- Terms and disputed sums / charges;
- General admin / customer service;
- Arrears related;
- Other.

We are able to provide this information to you, which is attached.

Yours sincerely

Information Access Team  
Financial Conduct Authority