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22 July 2016

Our Ref: FOI4613

Dear

Freedom of Information : Right to know request

Thank you for your request under the Freedom of Information Act 2000 (the Act), for the following information (please note I have numbered your request for ease of answering):

"Please send me:

- 1. How many complaints have been received over financial promotions from consumer credit companies since May 2015?*
- 2. How many cases have been looked at by the FCA following a complaint since May 2015?*
- 3. How many promotions have been amended or withdrawn as a result of FCA action since May 2015?*

If possible, could you please break down the data by month?

I would like the above information to be provided to me as electronic copies."

Your request has now been considered and the relevant information is below.

For point 1, we have received 72 separate complaints directly from firms regarding consumer credit products since May 2015 until 1 July 2016; please refer to the table in Annex A (attached) for monthly breakdown of complaints. Please note that we do not hold information regarding whether the complainant firm was a consumer credit company, we would only record that the source type was 'directly from a firm' and that the product being promoted was regarding consumer credit.

For point 2, we review all the complaints we receive. 16 cases were pursued as a result of these 72 separate complaints received directly from firms regarding consumer credit products since May 2015 until 1 July 2016. Please refer to the table in Annex A (attached) for monthly breakdown of the complaints that were pursued as a result of these complaints.

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For point 3, 54 promotions have been amended or withdrawn as a result of these 16 cases to date. Please note that some cases will still be ongoing and will not have resulted in an amend/withdraw outcome yet. Please refer to the table in Annex A (attached) for monthly breakdown of the financial promotions withdrawn as a result these cases to date.

If you have any queries then please contact me.

Yours sincerely

Information Access Team

Annex A

Monthly breakdown for period 1 May 2015 to 1 July 2016:

Month	Q1 - No of complaints received	Q2 - No of complaints pursued	Q3 - No of financial promotions withdrawn
May 2015	0	0	0
June 2015	0	0	0
July 2015	0	0	0
August 2015	3	2	3
September 2015	1	0	0
October 2015	10	1	1
November 2015	5	1	4
December 2015	4	2	11
January 2016	9	4	32
February 2016	7	2	1
March 2016	7	2	0
April 2016	5	1	2
May 2016	8	0	0
June 2016	13	2	0
July 2016	0	0	0