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[by email]

Xx November 2017

Our Ref: FOI5404

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 about the Financial Lives Survey 2017:

"How much did the Financial Lives Survey 2017 cost the FCA to produce?

What is the cost breakdown, in particular:

- *How much did it cost to publish?*
- *How much was paid to other firms to conduct the survey?"*

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

Over the course of the whole survey from development in financial year 2015/16 to publication in October 2017, the total cost of the survey and producing various internal and external reports was £1.4m. This figure includes FCA staff time and contractor costs. It covers survey development, data collection, data cleaning and weighting, data tables programming and production, analysis and writing the Financial Lives report itself including typesetting and printing costs. Other costs included in this figure include internal FCA retail sector reports and an internal dashboard and some additional qualitative research; inputs to the Financial Advice Market Review baseline report, the FCA's Occasional Paper: Ageing Population and Financial Services, and Approach to Consumers reports.

The publishing costs were £13,247.75, which included £6,328.80 for typesetting the report and £6,918.95 for the cost of printing reports.

Firms were paid £131,772 in 2015/16 and £647,651.00 in 2016/17 to conduct the survey for the FCA.

Yours sincerely

Information Disclosure Team