

[foi@fca.org.uk](mailto:foi@fca.org.uk)

25 March 2019

Our Ref: FOI6274

Dear

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

I refer to your request under the Freedom of Information Act 2000 ("the Act"), dated 25 February 2019, for the following information:

*"In October 2018 the FCA emailed a questionnaire to the customers of Collateral UK, which had entered administration. I would like to know the following information:*

- How many emails were sent by the FCA to Collateral customers?*
- How many people completed the questionnaire?"*

Your request has been considered and the information you are seeking is set out below:

The FCA sent questionnaires to 1,126 email addresses. Each email address received 2 pro forma emails. A further 70 emails were sent responding to discrete enquiries.

The FCA received 305 completed questionnaires.

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 40 working days 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](http://www.ico.org.uk)

Yours sincerely,

**Information Disclosure Team**  
Financial Conduct Authority