

Date: 28 January 2020

Our Ref: FOI7013

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

Thank you for your request under the Freedom of Information Act 2000 ("the Act") dated 13<sup>th</sup> January 2020 for the following information below;

*"The FCA sent out a letter requesting information from around 1,700 firms in October 2019.*

*In that letter, the FCA says it has been collecting and reviewing the information firms have given it about the volume of transfers, conversion rate, insistent clients, income from DB business, unauthorised introducers, transfers per pension transfer specialist and expensive solutions.*

*Could the FCA tell me based on this sample of 1,700 firms written to:*

- 1) What proportion of advice firms, and what proportion of individual transfers, recommended a transfer that was more expensive than a stakeholder pension?*
- 2) What percentage of transfers in the sample were insistent clients?*
- 3) What percentage of transfers came through unauthorised introducers?*
- 4) What is the total income these 1,700 advisers have made from DB transfers since April 2015?"*

Your request has now been considered and our response is outlined below.

- 1) The proportion of recommending advice firms was 64.3% and the proportion of recommending individual transfers was 42.8%, where the receiving product was more expensive than a stakeholder scheme. In determining the number of advice firms that recommended a transfer to a product that was more expensive than a stakeholder scheme, we counted any firm that had recommended at least one client to invest in a solution more expensive than a stakeholder scheme.
- 2) The percentage of transfers in the sample that were insistent clients was 4.1%.
- 3) The percentage of transfers that came through unauthorised introducers was 1.2%.
- 4) We do not hold the data to provide the total income made by the 1,700 advisers from DB transfers since April 2015. The data we hold covers the period April 2015 to September 2018. This data request asked for the percentage of the firms' income that was due to DB pension transfer advice. While we do hold data on the firms' total income from the firms' regulatory returns, as the individual firm reporting periods do not align with the data request reporting periods, we cannot collate an answer your query.

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**