

**The FCA's response to the
Complaints Commissioner's Report**

FCA00010

Published on 6 August 2019

We have considered the Final Report of the Complaints Commissioner on complaint FCA00010.

As noted in the Final Report, the FCA has accepted the recommendations made on this complaint. We have written to the complainant to apologise and offered an additional ex gratia payment of £1,325.

6 August 2019