

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

FCA00459

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We have considered the final report of the Complaints Commissioner on complaint FCA0459.

As noted in the Commissioner's Final Report, the FCA has accepted his findings and will be offering the complainant an ex gratia payment of £22,287.50.

In addition to this, the FCA is reviewing its process for updating the Financial Services Register when it is aware that a firm is no longer trading.

3 July 2018