

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

FCA00465

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We have noted the Commissioner's decision to uphold the complaint and the FCA has taken forward the recommendations made.

The FCA has written to the complainant with an apology and has shared this response with the Commissioner.

The FCA agrees to provide periodic updates to the Commissioner with regards to further work undertaken by the FCA's Supervision department on this case.

18 September 2018