

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

**FCA00534**

**Published on 16 April 2019**

**We have considered the Final Report of the Complaints Commissioner on complaint FCA00534.**

**The FCA notes the Commissioner's decision to partially uphold the complaint and accepts the recommendations and criticisms made on this complaint. We have written to the complainant to apologise and offered an ex gratia payment of £250.**

**We are considering how we might include further information on our website on our approach to enforcement and our jurisdiction in relation to unregulated activities. We will keep the Commissioner updated with our progress.**

**We have updated the Commissioner separately regarding our intentions to publish further information regarding perimeter issues which will encompass the issue of regulated firms conducting unregulated business.**