

## The FCA's response to the Complaints Commissioner's Report FCA00741 Published on 4 August 2020

We have considered the Final Report of the Complaints Commissioner on complaint FCA00741.

The FCA notes Commissioner's decision to uphold the complaint. As noted in the Final Report, the FCA has accepted the criticisms and recommendations made and have written to the complainant to apologise, offering the ex gratia payment.

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4 August 2020