## **Financial Conduct Authority**



## The FCA's response to the Complaints Commissioner's Report FCA00190 Published on 16 February 2017

We have considered the final report of the Complaints Commissioner on complaint FCA00190.

The FCA accepts the Commissioner's findings and recommendations in this case and will be writing to the complainant with a further apology and to offer to make an increased ex-gratia payment.

16 February 2017