

13 September 2024

Final report**Complaint number 202400311**

1. On 5 July 2024, you submitted a complaint to the Office of the Complaints Commissioner about the FCA, which the Commissioner has considered.
2. By way of background information, you allege that an employee of Bank X had falsified your financial information on a buy to let mortgage application form submitted in 2008. Although you had signed the mortgage agreement, you assert that your income figures on the application had been inflated by the employee of Bank X and this amounts to a fraud.
3. You raised this issue with the FCA, however you allege that it has failed to act on the information you had provided and investigate your allegations. As a result, you made a complaint about the FCA under the Complaints Scheme, which was not upheld. Therefore, you now want the Commissioner to review the FCA decision on your complaint. You did not detail the redress you seek.
4. Despite the fact that buy to let mortgages are not within the FCA's regulatory remit, the information you had provided to the FCA was considered and the conclusion was that the FCA "*have been unable to locate where you feel fraud have taken place*". Therefore, they asked for additional information, without which they couldn't look into the matter further. Although you subsequently responded to the FCA, you did not provide the information that was specifically requested. If you were to provide further information to the FCA, the FCA would consider it.
5. Having reviewed the information on the file, we are satisfied it has been considered appropriately by the FCA. In any event, please note that the FCA reviews concerns arising from information about complaints by individuals about regulated firms, but it investigates for the purpose of considering whether or not

202400311

regulatory action is justified, rather than whether or not the individual requires redress. Therefore, the FCA would not become involved in any personal dispute you have with Bank X.

6. Furthermore, given that your allegation concerns an employee's conduct at Bank X, a regulated entity, we would have advised you to submit a complaint to the Financial Ombudsman Service, however, we understand you have already done this. Therefore, there is nothing more we can assist you with.
7. In view of the above, your complaint is not upheld.

The Complaints Commissioner

Complaints Commissioner

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