

Blackmore group complaint - update October 2025

The Office of the Complaints Commissioner (the "OCC") continues to carry out a substantial investigation into a group complaint concerning the Financial Conduct Authority's (the "FCA") decision letter pertaining to the FCA's investigation of investors' complaints about Blackmore Bonds Plc.

The OCC has recently received extensive additional submissions on behalf of some investors. The OCC is investigating these additional complaints as part of its ongoing investigation.

We note the following announcement by the Financial Services Compensation Scheme on 24 October 2025 (accessible at [Lonsdale Insurance Brokers Ltd | FSCS](#)) which is relevant to series 1 bondholders:

"FSCS is now open to claims for Lonsdale involving the purchase of series 1 of the bonds issued by Blackmore Bond plc. We understand claims are likely to relate to Lonsdale arranging the Capital Guarantee Scheme for series 1 bondholders. We lack evidence connecting Lonsdale to other tranches of the bonds and have been informed there was no connection. **We're therefore unlikely to be able to uphold claims for Lonsdale from investors who invested in series 2 to 6 of the bonds."**

Customers are welcome to submit details of their claims for series 1 of the bonds to us, although they will not immediately be passed to our assessment team. This is because we're completing the final stages of our investigation and we will publish a further update on this by the end of December.

We will consider each claim submitted to us against Lonsdale under our rules, as set for us by the FCA. If you think you have a claim against Lonsdale, please click the 'Check if you can claim' button at the top of the page."

The OCC's website will be updated as and when there are significant updates to share about the OCC's investigation. However, to reiterate, this is a sizeable ongoing investigation where the OCC has received – and continues to receive – a significant volume of evidence. As such the OCC is not presently able to provide an indication of when the investigation will conclude.