



Complaints Commissioner

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Funding Secure Limited (“FSL”) – update November 2025

The Office of the Complaints Commissioner has received a number of complaints relating to Funding Secure Ltd. (“FSL”) In accordance with our usual practice, when there are multiple parties complaining about the FCA on similar matters, we are proposing to issue one report to all complainants on this case, taking into account the substantive representations of complainants generally.

The three-month referral period provided by the Complaints Scheme (for complainants to refer complaints about the FCA to the OCC) closed on 03 September 2025 for the above described group complaint.

The facts relevant to this group complaint are complex. The OCC may need to make further enquiries of the FCA in the course of its investigation. Accordingly, while the OCC typically aims to prepare a preliminary report within 6 months of the end of the referral period, these factors may necessitate a lengthier investigation period.

The OCC will update its website when there are substantive updates to share