

Since our last update we have continued to receive complaints in huge numbers about the FCA's oversight of LCF and are working through these. We are contacting complainants individually to acknowledge their complaint and we will continue to post updates on our website every four calendar weeks.

Whilst we are still not able to provide you with a time estimate as to when you will receive an outcome on your complaint, we will endeavour to provide you with a specific time scale as soon as we are best placed to do so.

The FCA have responded to just over 1000 complainants so far. It is still responding to the remainder of its LCF complainants and you will receive a response as soon as possible.

Thank you for your ongoing patience.

21 July 2021