

We are continuing to work through the responses and/or comments we have received regarding the Commissioner's Preliminary Report dated 6 October 2021. As mentioned previously the Commissioner will take subsequent comments and/or responses into consideration if she thinks it is appropriate to do so when finalising and publishing her Final Report.

We know complainants have had to wait a considerable amount of time and we appreciate everyone's patience during this time.

UPDATE on the issuing of the Final Report:

Much like the Gloster Report and following the same suit as this, the Commissioner has decided that once her Final Report is complete it will be issued and published on our website.

Eligible complainants will be sent an individual email, making them aware the Final Report has been published and they will be provided with a URL link in their email directing them to the Commissioner's Final Report.

Those complainants who have previously made us aware of specific accessibility requirements will specifically be issued a copy of the Final Report making it accessible to their individual needs. We will also consider other similar requests to those who request a copy of the Final Report because of their accessibility requirements.

Please continue to check our website for further updates. Our next website update will be 24 January 2022 if the Final Report has not been issued by then.

If you are an LCF investor and have not yet submitted a complaint about the FCA's oversight of LCF, you will need to complain to the FCA directly first. You can find out how to do this here: <https://www.fca.org.uk/about/complain-about-regulators> After you have received a decision from the FCA, if you remain dissatisfied with the FCA's response, you can refer your complaint to the Commissioner who will be able to look into your complaint. If your complaint is referred to the Commissioner within three months of the date of FCA's decision letter, the Commissioner will consider it, although it may not lead to a different report from the current one.

The FCA announced on 7 January 2022 that individuals will continue to be able to make complaints to the FCA about its handling of LFC until 17 March 2022. This announcement can be accessed here: [FCA sets out broad approach to assessing LCF Complaints | FCA](#)

As this is an ongoing investigation, we hope you understand that the Commissioner will not be commenting further at this stage.

Thank you

10 January 2022