

The Commissioner issued a **preliminary** report to eligible complainants regarding the FCA's oversight of London Capital and Finance plc (LCF) on 5 October 2021. Those complainants, their representatives and the FCA have been invited to comment on the preliminary report by **16 November 2021**.

Since then, the Commissioner has issued the preliminary report to further eligible complainants and they too have been invited to comment on the preliminary report.

The Commissioner is also considering subsequent comments and/or responses to the preliminary report and will take these into consideration if she thinks it is appropriate to do so, when finalising and publishing her final report.

#### **Spam and Junk folder issues:**

Whilst most complainants contacted by email have successfully received the preliminary report in their inbox folders, we are aware that there are a few complainants who received the preliminary report in their spam and junk folders. We apologise for the inconvenience this may have caused and would like to thank those complainants for bringing this to our attention.

Due to the size of the preliminary report and the external hyperlinks within the preliminary report, we have since learned this may be what is triggering emails to filter into complainants' spam and junk folders.

If complainants receive this email in their junk or spam folders, complainants are asked to please mark these emails as '**not junk/not spam**' or mark the email as '**safe sender**' option. This should ensure future emails from our offices are not routed into complainants' spam and junk folders.

If you are an eligible complainant and have still not received the Commissioner's preliminary report regarding the FCA's oversight of LCF, please contact us preferably by email [complaints@frccommissioner.org.uk](mailto:complaints@frccommissioner.org.uk) This will enable us to look into your query quicker.

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.

As this is an ongoing investigation, the Commissioner will not be commenting further at this stage.

Thank you.

14 October 2021