

[Consumer details]

[Firm details]

[Date]

Dear [Insert name]

Redress determination in respect of advice to invest in the Arch cru [insert fund name(s)]

[WHERE INFORMATION HAS BEEN SUFFICIENT TO REACH A CONCLUSION:]

- **Our review found that our advice was suitable/unsuitable.**
- **We have found that you are/are not owed compensation for our advice to you on investing in the Arch cru [insert fund name(s)].**
- **[if owed compensation] The amount you are owed is:**
- **[if owed compensation] We were required by the FCA to subtract from the total the current value of the funds and the amount you could receive under the separate CF Arch cru payment scheme – you have until 31 December 2013 to apply to that scheme;**

Why did we reach this decision?

[Insert reason: summarise the information in the template which led to the finding]

[If advice unsuitable, but firm believes it did not cause the consumer's loss:]

Although we have decided the advice to you to invest in the Arch cru funds was unsuitable given your circumstances at the time, based on the evidence available we believe our unsuitable advice did not cause your loss. [Insert further detail of the evidence.]

[If advice unsuitable, but no compensation is payable according to calculator:]

Although we have decided the advice to you to invest in the Arch cru funds was unsuitable given your circumstances at the time, the redress calculator provided by the FCA shows that you suffered no financial loss as a result. This calculation is enclosed.

[If advice unsuitable, i.e. firm is applying FCA comparator in calculation, and compensation is payable as a result:]

We have applied the findings of the review to the calculator provided by the FCA. It has found you are owed £_____. This calculation is enclosed.

As part of our calculation, we assessed the position that you would be in now if you had taken out an investment that correctly matched the level of risk you wanted to take with your money. In your case, we estimated that at the time we advised you, the level of risk you were prepared to take was [Insert explanation of the relevant point on the risk scale, setting out why the customer was rated in this way] and so a relevant comparator investment for your case was [insert description of relevant comparator as provided in FCA template instructions].

[If advice unsuitable and firm is not applying FCA comparator in calculation:]

As part of our calculation, we assessed the position that you would be in now if you had taken out an investment that correctly matched the level of risk you wanted to take with your money. In your case, we estimated that at the time we advised you, the level of risk you were prepared to take was [*Insert explanation of the relevant point on the risk scale, setting out why the customer was rated in this way*] and so a relevant comparator investment for your case was [insert details of comparator] because [insert reason].

[Where compensation is payable]

The FCA has required us to subtract the current value of the funds and the amount you are eligible to receive under the separate CF Arch cru payment scheme, from the compensation payment. This was subtracted whether or not you have made a claim under the payment scheme.

You have until 31 December 2013 to apply to the payment scheme.

You should have already received letters explaining how the payment scheme works and details of how CFM calculated each investor's share of the £54m package.

You can apply to the CF Arch cru payment scheme whether you accept or refuse our offer.

[Firm may include this wording if it wishes:]

If you accept this payment, it will be in full and final settlement of all claims against [*me/us/name of firm which provided the advice*] arising out of the advice given by [*me/us/it*] to you to invest in the above-named fund.

[Where compensation is payable]

If you want to accept this payment please sign below and indicate how you would like to receive the funds. Please also provide a daytime telephone number in case we have to contact you to finalise the payment.

We intend to make payments within 28 days of the date of this letter.

If we do not pay or contact you within 28 days of receiving your acceptance, you can contact the FCA using the contact details below:

You are not obliged to accept this payment but if you want to you must **respond within six months of the date of this letter**, unless there are exceptional circumstances.

The review was completed by [*insert name of reviewing party*].

Enclosed is a copy of the completed review template used to assess your case.

[In all cases:]

What you can do next

If you are dissatisfied with this outcome you may refer this determination to the Financial Ombudsman Service (FOS) within six months of the date of this letter.

The FOS will decide whether we have applied the rules of the consumer redress scheme correctly in our decision to exclude you.

Enclosed is a leaflet explaining the role of the FOS, which you can contact at:
Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London E14 9SR

Tel: 0800 023 4567 or 0300 123 9 123
Email: complaint.info@financial-ombudsman.org.uk

If you want to contact the FCA you can call its Consumer Helpline on 0800 111 6768 or email consumer.enquiries@fca.org.uk.

Yours sincerely,

<signature>

<name of adviser or customer service>

[I/We] have enclosed two copies of this letter. Please complete both copies below, returning one to *[me/us]* and keeping the other for your records.

Signed:

Please print name:

Please indicate below how you would like to receive the funds:

By cheque

By payment into (non-ISA) bank account

Sort code:

Account number:

By payment into an existing tax wrapper such as an ISA or personal pension (if you select this option, we will contact you to discuss this, as there may be tax consequences that we should discuss.)

Please write your contact telephone number here: