

[Please delete or amend any drafting instructions in italics before sending]

Rydym yn hapus i ddarparu copi o'r llythyr hwn yn y Gymraeg ar gais. Cysylltwch gyda ni ar cymraeg@fca.org.uk ac fe wnawn anfon copi atoch.

[Firm details]

[Date]

[Consumer details]

British Steel consumer redress scheme

We gave you unsuitable advice to transfer out of the British Steel Pension Scheme, but it did not cause any loss you may have suffered

Dear *[Insert name]*,

[If applicable: You were introduced to our firm by *[insert name of introducer firm]* for advice about your British Steel Pension Scheme benefits]

We have reviewed the advice we gave you to transfer out of the British Steel Pension Scheme (BSPS). Our review found that the advice we gave you was unsuitable, but our unsuitable advice did not cause any loss you may have suffered.

This means that we will not take any further steps about the advice we gave you.

If you are unhappy with our decision, you should contact the Financial Ombudsman Service within 6 months of the date of this letter. We have enclosed a referral form that you can use to refer your complaint on to them.

You can contact the Financial Ombudsman Service by:

- telephone on 0800 023 4567 or 0300 123 9123; or
- email addressed to BSPS@financial-ombudsman.org.uk

How did we reach this decision?

[Insert reason: summarise the information in the assessment template which led to the finding that the unsuitable advice did not cause any loss the consumer may have suffered.]

What you can do next

If you are unhappy with our decision that our unsuitable advice did not cause you any loss you may have suffered, you should contact the Financial Ombudsman Service within 6 months of the date on this letter. The Financial Ombudsman Service will decide whether we have followed the rules of the scheme correctly.

We have enclosed a leaflet explaining the role of the Financial Ombudsman Service, as well as a referral form you can use to refer your complaint on to them. If you decide to complete and send this referral form on to them, they will contact you to set up and look into your complaint. Please inform us if you would like an electronic version of these documents, so that you can email a completed referral form to the Financial Ombudsman Service email address below.

You can find out more information on how the Financial Ombudsman Service can help if you want to complain at www.financial-ombudsman.org.uk/consumers/complaints-can-help/pensions-annuities/transfers-from-workplace-pensions-and-the-pensions-review/british-steel-pension-scheme.

You can contact the Financial Ombudsman Service by:

- telephone: 0800 023 4567 or 0300 123 9123; or
- email: BSPS@financial-ombudsman.org.uk.

We will pass your details to the Financial Conduct Authority (FCA). They may contact you to see if you would like the Financial Ombudsman Service to review our decision. If you do not want us to pass your details to the FCA, please tell us in writing within 14 days of this letter. You can write to us by letter or email at [*insert details*].

You can find out more about the BSPS consumer redress scheme at www.fca.org.uk/bsps. If you want to contact the FCA, you can:

- call its Consumer Helpline on 0800 098 4100; or
- email consumer.enquiries@fca.org.uk.

If you would like to contact the FCA using next generation text relay, please call on (18001) 0207 066 1000. If you would like to contact the Financial Ombudsman Service using next generation text relay, please call on (18002) 0207 964 1000.

Yours sincerely,

<signature>

<name of adviser or customer service>

Enclosures:

Financial Ombudsman Service leaflet and bespoke referral form

Mailmerge insert to go with FCA letter to consumers who have received unsuitable advice with no causation. Details in *Italics* to be pre-populated.



[*Customer name*]
[*Address 1*]
[*Address 2*]
[*Postcode*]
[*City*]
[*Email address*]
[*Telephone number*]
Date of Suitability Assessment: [X]
Firm Name: [X] (the 'Firm')
Firm Reference Number: [X]

British Steel Pension Scheme Consumer Redress Scheme - Complaint to the Financial Ombudsman Service about Unsuitable Advice Assessment

I have received an assessment from my firm saying that the advice I received to transfer out of my British Steel Pension Scheme was unsuitable but was not the cause of any loss I may have suffered.

I am unhappy with that assessment and would like it to be reviewed by the Financial Ombudsman Service (FOS).

I understand that FOS will contact me to set up my complaint and will request further information. Please tick:

- I confirm the contact details at the top of this letter are correct; or
- The contact details are not correct and I have updated this information below:

Customer name: _____

Address 1: _____

Address 2: _____

Postcode: _____

City: _____

Email address: _____

Telephone number: _____

How would you like FOS to contact you? Phone Email Post

There will be times FOS need to write to you, for example, to send you the outcome of your complaint. When FOS do, would you prefer an email or letter? Email Post

Have you used FOS services before? Yes No

(This is so FOS can link records)

Do you have any practical needs where we could help by making adjustments – like using large print, Braille or a different language?

Please sign to confirm you would like the FOS to contact you to look into your complaint:

Signed:

Date:

Please return this letter to the Financial Ombudsman Service using their Freepost address at:

Freepost BSPS REDRESS SCHEME

Financial Ombudsman Service

London

E14 9SR

For information on the Financial Ombudsman Service's privacy notice for consumers on how they use your personal information when you contact them, or bring a complaint to the Financial Ombudsman Service, please visit:

- www.financial-ombudsman.org.uk/privacy-policy