

Telephone:
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By E-mail

10 April 2014

Our Ref: FOI3365

Dear

Freedom of Information: Right to know request

Thank you for your request under the Freedom of Information Act 2000 (the Act), for the following information.

- a) *"How long FCA waited for after issuing CPP with a fine of 10.5 million pounds (Nov 2012) before they actually received these monies from CPP and*
- b) *What was the process (was that a tender) to appoint Ernst & Young to produce the Explanatory Note and running the Redress Scheme (most claimants to include myself are not happy with the current operational procedures and when they were voting in the High Court did not know of the utterly inadequate call centres E&Y has set up to 'do the job')."*

Your request has now been considered and I can confirm we hold some of the information you have requested.

With regard to part a) of your request, the FSA's Final Notice is dated 14 November 2012, link attached for your information. The FSA received the first penalty instalment of £2m from CPP on 28 November 2012, which was when the payment fell due. The remainder of the fine is payable by instalments. Updates on payments are put into the public domain by CPP in its published accounts, and the next set of accounts must be published by the end of April.

CPP Final Notice

<http://www.fsa.gov.uk/static/pubs/final/card-protection-plan.pdf>

CPP published details of the fine and subsequent payment method in their 2012 Full Year Accounts, link below.

CPP 2012 Full Year Accounts, (see page 23)

<http://www.cppgroupplc.com/media/37118/cppgroup-plc-2012-full-year-report-for-the-year-ended-31-december-2012.pdf>

Turning to point b), the FCA was not involved in the engagement by CPP and its main business partners of the Scheme Administrators. The engagement of the Scheme Administrators was a decision taken by CPP and its main business partners as part of the process of establishing the Scheme under the Companies Act 2006. That said, the FCA was aware that the parties were considering using use Ernst & Young and had no grounds to object to the appointment which was eventually approved by the High Court.

If you have any queries then please contact me.

Yours sincerely

Information Access Team
Financial Conduct Authority