

## **The FCA's response to the Complaints Commissioner's Report 202300426 and 202300562**

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We have considered the Final Report of the Complaints Commissioner on this complaint, and we have every sympathy with those who lost money. The circumstances surrounding the collapse, and our role, have been extensively independently investigated previously. BetIndex operated a gambling product and so was not regulated by the FCA, however, we have recognised our communication with the Gambling Commission should have been better. We have drawn from the lessons learned and we now operate a department combining supervisory and enforcement teams using data led tools to deliver an integrated approach to tackling breaches of the perimeter. Given the changes that we have already made as an organisation we consider that we have already acted on the Complaints Commissioners' recommendation on prioritisation. We will also continue to engage our regulatory partners and HMT about gambling products. We will offer a discussion with the Commissioner to provide further detail.

**3 October 2024**