Telephone:
Email: foi@fsa.gov.uk

Via E-mail

26 June 2013

Our Ref: FOI3010

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.

> "*Please supply the number of incoming calls handled by you and the ESA, specifically regarding rare earth metals and carbon credits, for the past 12 months. From 01/06/2012 to the current date."*

On 10 June 2013 you confirmed that you meant "*calls handled by you and the FSA".*

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

Our Customer Contact Centre is the first point of contact for the general public, which receives the majority of the FCA's incoming telephone calls; we have therefore limited our search for the relevant information to this particular area.

We conducted searches using the key words "carbon credits" and "rare earth metals" for the period of 1 June 2012 to 12 June 2013. The results are shown in the table below.

Time Period	**Carbon Credits**	**Rare Earth Metals**	**Grand Total**
Jun - Dec 2012	337	8	345
Jan – Jun 2013	40	7	47
Grand Total	**377**	**15**	**392**

If you have any queries then please contact me.

Yours sincerely

Information Access Team