

Telephone: 020 7066 8080  
Email: [foi@fca.org.uk](mailto:foi@fca.org.uk)

[by email]

23 January 2018

Our Ref: FOI5515

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:

*"How many complaints about SSAS have you received over:*

*Last 3 months*

*Last 6 months?*

*Last 12 months?"*

Before considering your request we would like to inform you that the FCA as an organisation does not process general complaints unless they are complaints directly against the FCA and meet the requirements of the FCA's complaints scheme. Further information is available on our website [here](#). Therefore, any complaint or enquiry that expresses general dissatisfaction about a firm or individual should be referred to the Financial Ombudsman Service (FOS). You may find it helpful to visit their [website](#) for more information in this regard.

Your request has now been considered. Before we respond to your specific request, we would like to explain that we have taken your request to relate to Small Self-Administered Schemes (SSAS). SSAS's are occupational pension schemes and as such fall within the remit of [The Pensions Regulator](#), not the FCA. Though SSAS's fall under the remit of The Pensions Regulator, if you have a consumer related pensions enquiry you may wish to contact [The Pensions Advisory Service](#). However, the FCA do sometimes receive information about SSAS schemes either by an individual not being aware of the relevant regulator or as a side issue to other regulated activities.

Turning now to your request, any complaint or enquiry that expresses general dissatisfaction about a firm or individual would be received by our Consumer Contact Centre (CCC). We therefore undertook searches of CCC's enquiries using the search terms "SSAS", "Small Self-Administered Schemes" and "Small Self Administered Schemes". The below table shows the outcome of those searches and details the number of enquiries that express general dissatisfaction about SSAS scams:

| <b>Period</b>             | <b>No of complaints/ expression of dissatisfaction</b> |
|---------------------------|--------------------------------------------------------|
| Within the last 3 months  | 1                                                      |
| Within the last 6 months  | 2                                                      |
| Within the last 12 months | 10                                                     |

Please note these figures may not capture all complaints received by our Consumer Contact Centre, as callers may not have specifically referenced “SSAS” or “Small Self-Administered Schemes” in their enquiry.

Yours sincerely

**Information Disclosure Team**