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Our Ref: 250516A

Dear Ms Gittins,

RE: Paul and Mary Birch

Thank you for your email of 16 May on behalf of your constituents and for forwarding the two emails Mr Birch has provided.

We have been in contact with Mr Birch since 2017 regarding his pension transfer to Malta. Our supervision team has reviewed his case, and we have responded on a number of occasions to his former MPs. At the time we explained that the FCA did not have a remit to take any action.

The financial advisor Mr Birch used was not authorised by the FCA and the information we had was that he was based overseas as well as any impacted customers. Mr Birch was directed to the Maltese authorities as the correct jurisdiction to pursue his case.

Due to the volume of correspondence from Mr Birch and the multiple recipients included, we have needed to direct his emails to the Executive Casework Team. We advised Mr Birch of this at the time and advised that we will only reply to emails when we have anything useful to explain and have encouraged him to share any updates on his litigation case in Malta.

We continue to review all new correspondence from Mr Birch and where relevant, we share with the supervision team for review. I hope this is helpful and reassures you that we have looked into Mr Birch's case in detail.

Yours sincerely,



Chris Hamilton
Head of Department
External Affairs, Internal Communications and Transparency