



**Financial
Ombudsman
Service**

Our ref **PNX-3804082-T4B1**
Your ref

Please write to **Financial Ombudsman Service**
Exchange Tower
London
E14 9SR

Dx 141280 Isle of Dogs 3
Website www.financial-ombudsman.org.uk

Mr C Hudson
The British Racecourse Bookmakers'
Association
89 Pendas Way
Leeds
LS15 8HN

3 February 2021

Dear Mr Hudson

The British Racecourse Bookmakers' Association's complaint

Thank you for contacting the ombudsman. Please accept my sincere apologies for the delay in contacting you. A lot of people are contacting us for our help at the moment and it is taking us longer than we'd like to respond.

Here at the ombudsman, we would certainly be able to look at any complaints members of your association have against the banks, but we would have to assess them on an individual basis. If you could ask your association's members to log their complaints individually, we will be happy to look into them.

However, due to the nature of your complaint, your concerns may be better directed to the industry regulator, the Financial Conduct Authority (the FCA), as they set out the rules that the banks have to adhere to.

If you do wish to contact them, their address is:

FCA Head Office

12 Endeavour Square

London, E20 1JN

Yours sincerely

Adam Carter | Customer help | 0800 023 4 567