

TSC - 25 June 2019 - Andrew Bailey etc

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Q523 **Mr Baker:** I am afraid so. We need to turn to the subject of GRG, which has come up briefly already. People have lost out very substantially indeed. The independent report found that there was systemic and widespread inadequate conduct. I am afraid you have suffered a great deal of criticism that the report does not provide any answers to the customers who have been mistreated. Before we get into the detail, can I ask you what your response is to the allegation that you have not provided answers to those who have lost out?

Andrew Bailey: There are two parts to this. **I agree with you on the customers. The answer for the customers lies in the process that is being overseen by Sir William Blackburne, which is the review and redress process. I meet Sir William reasonably often. He is taking a very robust and fair approach. If you feel that that is not delivering what it should, then we should take that up and take it up both with RBS and Sir William. We will be happy to be part of that, by the way.** It is well known that I intervened on the Griggs process in relation to Lloyds, because, as John Glen said, we did not feel there was sufficient public confidence in it. **I do not get the same complaints back on the Blackburn process but if you feel differently, please tell me. That is the first thing.** Taking care of the customers should come through that process. The report is done separately but in parallel.

Q524 **Mr Baker:** I have plenty of questions. Let us draw stumps on that point there, because I feel sure we will come back to that in due course. In your foreword, you said, "It is clear that GRG fell short of the high standards its clients expected". You also referred to the conclusion of the independent review, saying that there was "systemic and widespread inadequate conduct".

Andrew Bailey: It was "systematic and inappropriate".

Q525 **Mr Baker:** We have "systemic", but whichever. You are not taking enforcement action. I know you have touched on some of this in the report, but can you just put on the record why it is that you are not taking enforcement action?