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## Thank you your query has been received.

1 message

FCA No Reply &lt;noreply@fca.org.uk&gt;

30 juin 2025 à 16:52

À : "denislejeune53@gmail.com" &lt;denislejeune53@gmail.com&gt;

### Case Ref #: 211684884

Dear Sir/Madam,

Thank you for contacting the Financial Conduct Authority (FCA). Please do not reply to this email, the mailbox is not monitored. Below we outline our role and remit and explain some steps you may wish to take depending on your situation.

We will only contact you again, if we require further information or have any guidance to offer which is not covered in this email..

Find out more about how we can adapt our service to meet your needs, please visit [our website](#).

### Next Steps

- Please be aware the FCA would never contact a consumer and ask them to pay an upfront fee. We do not offer any recovery services, nor work with any 3rd parties in relation to scams. If you have been the victim of a scam, you are unlikely to get your money back. We do not have an automated calling system or use any messaging services. We regulate firms and specific individuals not consumers, as such we do not need nor have access to any of your accounts or investments. We would not collect debts or take any action against a consumer on behalf of a regulated firm. For more information please see, [how to spot fake FCA communications](#)
- If you think you have been the victim of a scam, please contact [Action Fraud](#) or [Police Scotland](#). If you reside outside of the UK, please report the matter to your local police or home state regulator. Our [Scamsmart](#) webpage provides guidance on how to protect yourself from scammers. Also please be vigilant for people contacting you claiming they'll be able to recover your money, it is highly unlikely that you will recover any funds lost
- The buying and selling of Cryptoassets is usually not a regulated activity. Whilst UK based platforms are registered with the FCA, this is purely for the purpose of anti-money laundering. For more information, please see our [Crypto webpage](#). Concerns relating to hacking, missing cryptoassets, tax and platform accessibility are outside of our scope. If you think you have been the victim of a scam, please contact [Action Fraud](#) or [Police Scotland](#)
- If you are looking to take out a product or service with a firm, you can check the [FCA Register](#). Please use the contact details from the register to ensure you are dealing with the genuine firm
- If you wish to raise a complaint regarding a regulated firm, please see details of the [Complaints Process](#)
- If you are experiencing financial difficulties, including falling into arrears on your mortgage or other finance agreements you may wish to speak to [MoneyHelper](#)
- If your query is regarding, HMRC, DVLA, surveyors, solicitors, general tax enquiries, unregulated warranties (please see your terms and conditions), debt collection in relation to parking fines, council tax or household bills, or purchases made without a finance agreement please be aware these activities generally fall outside of our scope of regulation, you may wish to contact [Citizens Advice Bureau](#) or [MoneyHelper](#) for further guidance
- The management and administration of occupational pension schemes fall outside of our scope of regulation. Since these types of pension schemes fall under the remit of The Pensions Regulator. You may wish to contact [MoneyHelper](#) for guidance regarding your occupational pension. When choosing pension providers please check the [FCA Register](#) to ensure you are dealing with a genuine firm
- If you are reporting concerns of Market Abuse, please complete the [Market Abuse Webform](#)

### Our role and remit

We're tasked with regulating the UK's financial markets as a whole. This means we're unable to investigate or intervene in disputes between individuals and entities which we regulate, these powers are held by the [Financial Ombudsman Service](#) (if your complaint meets their criteria).

If you're looking to find out if an account or investment is protected by the Financial Services Compensation Scheme (FSCS), you'll need to contact FSCS on 0800 678 1100 or by visiting [www.fscs.org.uk](http://www.fscs.org.uk)

Although a firm may be regulated by the FCA, this does not necessarily mean that all their products and services are regulated. If you are unsure whether an activity undertaken by a firm is regulated by us, then you can check the [FCA Register](#). You may also wish to ask the firm to confirm in writing what protections will be available to you if you need to make a complaint or claim compensation.

### What we do with the information you provide

We always welcome information from consumers like yourself about concerns with the firms we regulate. However, we'll generally not provide feedback on what action has been taken due to our policy on sharing information about

regulated firms and individuals, who also have legal protections.

Yours faithfully,

Financial Conduct Authority



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