



Financial
**Ombudsman
Service**

please write to **Financial Ombudsman Service**
South Quay Plaza
183 Marsh Wall
London
E14 9SR

website www.financial-ombudsman.org.uk

31 August 2011

Dear

Arch cru

Following my letter dated 25 July 2011, I am writing to update you on your complaint. In my earlier letter I explained that the Financial Services Authority (FSA) had announced a £54 million package for CF Arch Cru investors who were invested in the CF Arch cru Investment Fund and the CF Arch Cru Diversified Fund on 31 May 2011. The FSA considers this package to be a fair and reasonable outcome, in relation to Capita Financial Managers Limited (Capita), BNY Mellon Trust & Depositary (UK) Limited and HSBC Bank plc and that it is in the best interests of investors. The FSA has been working out the details of the payment scheme with the firms involved, including the administrator of the payment scheme, Capita Financial Managers Limited (Capita).

Today Capita has written to the registered shareholders they believe are eligible setting out the details of the payment scheme and the way in which payments will be calculated. The FSA has informed us that they've agreed with Capita that by 31 October 2011 they will send shareholders a second letter containing an application pack, setting out the specific amount that they are entitled to under the scheme. If you are not the registered shareholder, but someone else holds the shares for you, Capita will write to that person who should then contact you directly.

Please let us know when you receive the information about the specific amount that you are entitled to, so that we will then be in a position to consider your complaint further. In the meantime, if you have any queries please get in touch with us using the contact details at the bottom of this letter.

Your sincerely

A handwritten signature in cursive script that reads "Campbell".

Tracy Campbell
head of casework support