

## **The complaint**

In September 2017, Mrs J invested a total of £7,340 in two 3 Year Compounding High Yield IFISA Bonds with Basset & Gold Plc ("B&G Plc"). She says that she was mis-sold the investments by Basset Gold Limited ("BG Ltd") and this has resulted in her losing all her money.

## **What happened**

### ***The B&G Plc Bond***

Mrs J made a number of investments in B&G Plc bonds. This complaint concerns two investments (one for £1,000, and the second, for £6,340) in B&G Plc 3 Year Compounding High Yield IFISA Bonds. Sales of these bonds were dealt with by BG Ltd, a separate business from B&G Plc, the issuer of the bonds. BG Ltd arranged applications for investments in the bonds, through a website it operated. And it was responsible for advertising and marketing the bonds. Potential investors were also able to call BG Ltd, to discuss the bonds.

B&G Plc and BG Ltd were both appointed representatives of Gallium Fund Solutions Limited ("Gallium"). B&G Plc and BG Ltd were appointed representatives of Gallium from 17 February 2017 to 28 February 2018.

### **Mrs J's investments in the bond**

Mrs J was directed to BG Ltd's website whilst looking for a savings product that could give her better returns than cash deposits, having seen the B&G Plc bonds advertised on a website. Mrs J visited BG Ltd's website in September 2017 to take out the bonds and to start the ISA transfer process.

Mrs J had very little investment experience as she had predominantly held cash deposits previously. Her only non-cash investment was a previous investment with BG Plc - a B&G Plc Pensioner Bond, taken out in August 2017.

On 8 January 2019, B&G Finance Limited (which by that point had taken on the role of BG Ltd), sent an email to all investors then holding B&G Plc bonds. This referred to the fact that nearly all the money invested in B&G Plc bonds had been lent to one short term and pay day lender, called Uncle Buck. Following action by the FCA, Uncle Buck went into administration in March 2020 - and B&G Plc went into administration shortly afterwards. As a result, Mrs J has not had her invested capital returned to her.

### ***The application process***

Mrs J applied online. I have seen screen prints of each stage of the online application process. These show the application journey that Mrs J underwent. This consisted of two stages, designed to meet the regulatory rules restricting who the bond could be promoted to and on how to test whether the investment was appropriate for the potential investor. The

first was certification, where Mrs J was categorised as an "everyday investor" by BG Ltd. The second was the appropriateness test.

### ***Gallium's response to Mrs J's complaint***

Gallium did not uphold Mrs J's complaint. It said Mrs J had been given sufficient information and risk warnings about the investment. It then made further submissions once Mrs J's complaint was referred to us. I have considered the submissions in full. I have also considered what Gallium described as its "position statement", which sets out general information on the background to complaints about B&G Plc bonds.

### ***Our investigator's view***

One of our investigators considered Mrs J's complaint and concluded it should be upheld. They said, in summary:

- On the application process - both in terms of the certification of Mrs J as a "everyday investor" (the description Gallium used for what is described as a "restricted investor" in the regulatory rules) and the assessment of the appropriateness of the bond for her - was misleading and didn't gather sufficient information to comply with the FCA's rules.
- Overall, BG Ltd, on Gallium's behalf, didn't comply with its regulatory obligations. Had it done so, Mrs J wouldn't have decided to invest or BG Ltd should have concluded that it shouldn't allow Mrs J to invest. For these reasons, both cumulatively and individually, it was fair to uphold the complaint and for Gallium to compensate Mrs J for the loss she has suffered.

### ***Gallium's response to the view***

Gallium did not accept the investigator's view. It said, in summary:

- Our findings went beyond the scope of Mrs J's complaint
- Regardless of label, Mrs J was required to confirm that she met the requirements of a restricted investor and confirmed that she did. It is not fair or reasonable to conclude that the use of the word "everyday" contributed to Mrs J giving an incorrect declaration, and it was reasonable for it to rely on the declaration.
- The appropriateness test answers, and these confirmations were sufficient for Gallium to satisfy itself that prospective investors had sufficient knowledge and experience of the bonds to understand the risks those bonds involved, as per the relevant rules.
- It was reasonable for Gallium to rely on the outcome of this test.
- Mrs J made the investments on the understanding they had risk associated with them and did not chose to surrender them when receiving the email in 2019 which warned of the concentration risk. So, she would have proceeded with the investments regardless.

### ***What I've decided – and why***

I've considered all the available evidence and arguments to decide what's fair and reasonable in the circumstances of this complaint.

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I am satisfied it is appropriate for me to consider all of the acts carried out by BG Ltd, on behalf of Gallium, in relation to the sale of the bonds.

In considering what is fair and reasonable in all the circumstances of this complaint, I have taken into account relevant law and regulations; regulators rules, guidance and standards; codes of practice; and where appropriate, what I consider to have been good industry practice at the relevant time.

The Principles for Businesses, which are set out in the FCA's Handbook "*are a general statement of the fundamental obligations of firms under the regulatory system*" (PRIN 1.1.2G). I think Principles 6 (Customers' interests) and 7 (Communications with clients) are relevant here.

Principle 7 overlaps with COBS 4.2.1 R (1) (*A firm must ensure that a communication or a financial promotion is fair, clear and not misleading*), which I also consider to be relevant here.

The bonds were non-readily realisable and therefore there were rules restricting who they could be promoted to and how to test whether the investment was appropriate for the potential investor. These rules were set out in COBS 4. 7 and COBS 10.1, 10.2 and 10.3. I have considered the relevant rules in full.

I note Gallium has referred to the FCA's policy statement PS14/4, and to question and answer sessions with the FCA's Head of Investment Policy and UKCFA. I have considered these too.

Having considered all the available evidence and arguments I have reached the same conclusion as the investigator, for the same reasons. In summary:

- BG Ltd, acting on Gallium's behalf, misled Mrs J into certifying herself as belonging in a category to which she did not belong (a "restricted investor") by changing the term used in the rules to "*everyday investor*" and describing the category as being one "*anyone*" could fall into. This was not treating Mrs J fairly or acting in her best interests. Had BG Ltd followed the rules and not misled Mrs J, it is unlikely she would have certified herself as being a restricted investor.
- The appropriateness test carried out by BG Ltd, on behalf of Gallium, did not meet the requirements of the rules. And, had it done so, it would have been apparent the bonds were not an appropriate investment for Mrs J. In the circumstances Mrs J would either not have proceeded or, acting fairly and reasonably, BG Ltd should have concluded it should not promote the bond to Mrs J.

For these reasons - individually and cumulatively - my decision is that Mrs J's complaint should be upheld. I am also satisfied Mrs J would either not have proceeded to make the investment or would not have been able to proceed, had Gallium acted fairly and reasonably to meet its regulatory obligations. And so, I am satisfied it is fair to ask Gallium to compensate Mrs J for her loss.

## **Putting things right**

### **Fair compensation**

In assessing what would be fair compensation, I consider that my aim should be to put Mrs J as close to the position she would probably now be in if she had not made the investments.

I take the view that Mrs J would have invested differently. It is not possible to say *precisely* what she would have done differently. But I am satisfied that what I have set out below is fair and reasonable given Mrs J's circumstances and objectives when she invested.

### What must Gallium do?

To compensate Mrs J fairly, Gallium must:

- Compare the performance of Mrs J's investments with that of the benchmark shown below.
- A separate calculation should be carried out for each investment.
- Gallium should also add any interest set out below to the compensation payable.
- Pay to Mrs J £250 for the distress caused by the loss of her investments. It is clear the loss came as a shock to Mrs J, and has caused her upset.

Investment name	Status	Benchmark	From ("start date")	To ("end date")	Additional interest
Three year fixed monthly income bond	Still exists but illiquid	Average rate from fixed rate bonds	Date of investment	Date of my final decision	8% simple per year from final decision to settlement (if not settled within 28 days of the business receiving the complainant's acceptance)
Five year compounding high-yield bond	Still exists but illiquid	Average rate from fixed rate bonds	Date of investment	Date of my final decision	8% simple per year from final decision to settlement (if not settled within 28 days of the business receiving the complainant's acceptance)

Income tax may be payable on any interest awarded.

### For each investment:

#### **Actual value**

This means the actual amount paid or payable from the investment at the end date.

As the investment is illiquid (meaning it could not be readily sold on the open market), the *actual value* should be assumed to be zero. This is provided Mrs J agrees to Gallium taking ownership of the investment, if it wishes to. If it is not possible for Gallium to take ownership, then it may request an undertaking from Mrs J that she repays to Gallium any amount she may receive from the investment in future.

### ***Fair value***

This is what the investment would have been worth at the end date had it produced a return using the benchmark.

To arrive at the *fair value* when using the fixed rate bonds as the benchmark, Gallium should use the monthly average rate for one-year fixed-rate bonds as published by the Bank of England. The rate for each month is that shown as at the end of the previous month. Those rates should be applied to the investment on an annually compounded basis.

Any withdrawal, income or other distributions paid out of the investments should be deducted from the fair value calculation at the point it was actually paid so it ceases to accrue any return in the calculation from that point on. If there are a large number of regular payments, to keep calculations simpler, I'll accept if Gallium totals all those payments and deducts that figure at the end to determine the fair value instead of deducting periodically. If any distributions or income were automatically paid out into a portfolio and left uninvested, they must be deducted at the end to determine the fair value, and not periodically.

### **Why is this remedy suitable?**

I have decided on this method of compensation because:

- Mrs J wanted to achieve a reasonable return, and I do not think she wanted to take significant risk.
- The average rate for the fixed rate bonds would be a fair measure given Mrs J's circumstances and objectives. It does not mean that Mrs J would have invested only in a fixed rate bond. It is the sort of investment return a consumer could have obtained with little risk to their capital.

### **My final decision**

I uphold the complaint. My decision is that Gallium Fund Solutions Ltd should pay the amount calculated as set out above.

Gallium Fund Solutions Ltd should provide details of its calculation to Mrs J in a clear, simple format.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mrs J to accept or reject my decision before 28 February 2023.

Farzana Miah  
**Ombudsman**