

## **The complaint**

Mr P's complaint concerns his investment in a bond that he feels was mis-sold to him by Basset Gold Limited ("BG Ltd"), an appointed representative of Gallium Fund Solutions Limited ("Gallium"). Mr P says, in brief, that he was persuaded to invest by misleading information – in particular that it had Financial Services Compensation Scheme ("FSCS") protection.

## **What happened**

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

Mr P invested in a B&G Plc Four-Year Compounding High-Yield Bond. Sales of this bond were dealt with by BG Ltd, a separate business from B&G Plc, the issuer of the bond. BG Ltd arranged applications for investments in the bond, through a website it operated. And it was responsible for advertising/marketing the bond. Potential investors were also able to call BG Ltd, to discuss the bond.

B&G Plc and BG Ltd were appointed representatives of Gallium from 17 February 2017 to 28 February 2018.

### ***Mr P's investment in the bond***

Mr P visited the website [bassetgold.co.uk](http://bassetgold.co.uk) in September 2017 after seeing adverts online. He says he was looking to obtain a good rate of interest after having inherited some money from his late grandmother. At the time of application he was in his early 20s, employed and looking to invest £5,000 from a total of £50,000. And he was a novice investor with no previous experience.

When Mr P referred his complaint to this service we asked for copies of any related call recordings BG Ltd held. We were provided with copies of some recordings, but not with relevant ones of conversations Mr P had before or during the bond application. As such, I've not referred to any calls in my decision.

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, Mr P has not had his invested capital returned to him.

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

Mr P says he carried out the application online. So I've examined the online application process to help me reach my decision.

I have seen screen prints of each stage of the process. These show the application journey that Mr P underwent. This consisted of two stages, designed to meet the 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 Mr P was categorised as "everyday investor". The second was the appropriateness test.

### ***Gallium's response to Mr P's complaint***

Gallium did not uphold Mr P's complaint. It said Mr P had been given sufficient information and risk warnings about the investment. It then made further submissions, once Mr P'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 Mr P's complaint and concluded it should be upheld. They said, in summary:

- The application process – both in terms of the certification of Mr P as a "restricted investor" and the assessment of the appropriateness of the bond for him - was misleading and didn't gather sufficient information to comply with the FCA's rules.
- However, given Mr P's circumstances at the time and the proportion of his funds he was investing, the investigator was satisfied he qualified under the "restricted investor" category and was therefore eligible to receive the promotional communication relating to the bond.
- Having then considered whether BG Ltd tested and assessed the appropriateness of the bond for Mr P, the investigator didn't think it treated him fairly or acted in his best interests. He felt that even if Mr P passed the certification stage, he would still not have passed the appropriateness stage. And so, would not have been able to proceed to take out this bond.
- Overall, BG Ltd, on Gallium's behalf, didn't comply with its regulatory obligations. Had it done so, Mr P wouldn't have decided to invest or BG Ltd should have concluded that it shouldn't allow Mr P to invest. For these reasons, both cumulatively and individually, it was fair to uphold the complaint and for Gallium to compensate Mr P for the loss he has suffered.

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

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

- It noted the investigator accepted that Mr P satisfied the criteria to be certified as a restricted investor.
- The appropriateness test answers, and confirmations provided, 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.
- Mr P made the investment on the understanding it had risk associated with it, and did not chose to surrender it when receiving the email in 2019 which warned of the concentration risk. So he would have proceeded with the investment 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.

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 bond.

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 4.2.1R (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 bond was non-readily realisable and therefore there were rules restricting who it 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 broadly the same reasons. In summary:

- BG Ltd, acting on Gallium's behalf, provided misleading information regarding a category (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 Mr P fairly or acting in his best interests. Although Mr P might in principle have been potentially able to certify himself as a restricted investor, given the

percentage of his net assets he invested, I don't think it necessarily follows he would've done so if the category had been properly described. However, as the investigator didn't consider this, I'm going to focus on appropriateness.

- 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 bond, regardless of the certification, was not an appropriate investment for Mr P. In the circumstances he would either not have proceeded or, acting fairly and reasonably, BG Ltd should have concluded it should not promote the bond to him.

For these reasons – individually and cumulatively – my decision is that Mr P's complaint should be upheld. I am also satisfied Mr P 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 Mr P for his loss.

## Putting things right

### Fair compensation

In assessing what would be fair compensation, I consider that my aim should be to put Mr P as close to the position he would probably now be in if he had not made the investment.

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

### What must Gallium do?

To compensate Mr P fairly, Gallium must:

- Compare the performance of Mr P's investment with that of the benchmark shown below and pay the difference between the *fair value* and the *actual value* of the investments. If the *actual value* is greater than the *fair value*, no compensation is payable.
- Gallium should also add any interest set out below to the compensation payable.
- It is also clear that Mr P has been caused some distress and inconvenience by the loss of his investment. Given his circumstances, this is money Mr P cannot afford to lose, nor is it money he is able to replace. I do not believe Mr P foresaw such a drastic loss and I recognise the worry he will have felt when B&G Plc failed. I consider a payment of £350 is fair compensation for the upset caused.

Income tax may be payable on any interest awarded.

Investment name	Status	Benchmark	From ("start date")	To ("end date")	Additional interest
B&G Plc 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)
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### **Actual value**

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

If at the end date the investment is illiquid (meaning it could not be readily sold on the open market), it may be difficult to work out what the *actual value* is. In such a case the *actual value* should be assumed to be zero. This is provided Mr P 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 Mr P that he repays to Gallium any amount he 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.

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

I have decided on this method of compensation because:

- Mr P wanted to achieve a reasonable return without risking any of his capital.
- The average rate for the fixed rate bonds would be a fair measure given Mr P's circumstances and objectives. It does not mean that Mr P 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**

For the reasons given, my final decision is that I uphold the complaint and direct Gallium Fund Solutions Limited to pay Mr P the amount calculated as set out above.

Gallium Fund Solutions Limited should provide details of its calculation to Mr P in a clear, simple format.

Under the rules of the Financial Ombudsman Service, I'm required to ask Mr P to accept or reject my decision before 18 April 2023.

James Harris  
**Ombudsman**