

our ref  
your ref

Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR

Gary Jennison  
Amigo Loans Limited  
Nova Building  
118-128 Commercial Road  
Bournemouth  
BH2 5LT

**By email**

10 May 2021

Dear Gary,

**ALL Scheme Limited (the "Company") – Proposed Scheme of Arrangement  
pursuant to Part 26 of the Companies Act 2006 (the "Scheme")**

This letter is being sent in relation to the Scheme proposed by the Company. The Financial Ombudsman Service Limited ("FOS") is one of the Scheme Creditors under the proposed Scheme and has therefore been invited to vote on whether to approve the proposed Scheme, as set out in the Scheme Document.

Unless otherwise specified, the defined terms in this letter are as set out in the Scheme Document.

The FOS has voted to approve the proposed Scheme. The purpose of this letter is to avoid any misconceptions about the FOS's vote, in the interests of transparency. We therefore intend to publish this letter on our website.

Please confirm that a copy of this letter will be provided to the Court in advance of the Sanction Hearing.

**Summary of the role of the FOS**

As you know, the FOS was established pursuant to Part XVI and Schedule 17 of the Financial Services and Markets Act 2000 ("FSMA"). The rules relating to the FOS are set out in DISP, part of the FCA's Handbook for authorised firms.

The FOS is not a regulator. We provide an independent and informal complaint resolution procedure for the financial services industry.

As summarised in s.225(1) of FSMA, the FOS is a "scheme under which certain disputes may be resolved quickly and with minimum formality by an independent person." An ombudsman will determine a complaint by reference to what is, in their opinion, fair and reasonable in all the circumstances of the case (s.228(2) and DISP 3.6.4R).

Authorised firms are required to ensure that lessons are learned as a result of FOS guidance and decisions on complaints (DISP 1.3.2AG and 1.4.2G).

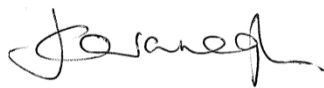
### **The FOS's vote in relation to the Scheme**

The FOS voted in its capacity as a Scheme Creditor.

Whether the Scheme is fair in relation to the consumers who are also Scheme Creditors, or secures an appropriate degree of consumer protection, is a question for the FCA, as ALL's regulator, and the Court. It is also not for the FOS to assess whether ALL continues to meet the threshold conditions as an authorised firm: this is a matter for the FCA. The FOS's vote therefore does not indicate its view on either of these questions.

Finally, the FOS's vote on the proposed Scheme does not set a precedent in relation to any other proposed scheme of arrangement, which would be considered on its merits.

Yours sincerely,



Julia Cavanagh  
Interim Chief Executive and Chief Financial Officer