

# **INTERIM RESULTS**

For the six months to 30 Nov 2021

Ian Mattioli MBE, Chief Executive Officer Ravi Tara, Chief Financial Officer Michael Wright, Group Managing Director Simon Gibson, Chief Investment Officer

February 2022



# INTERIM RESULTS | Agenda



VINCE FLYNN

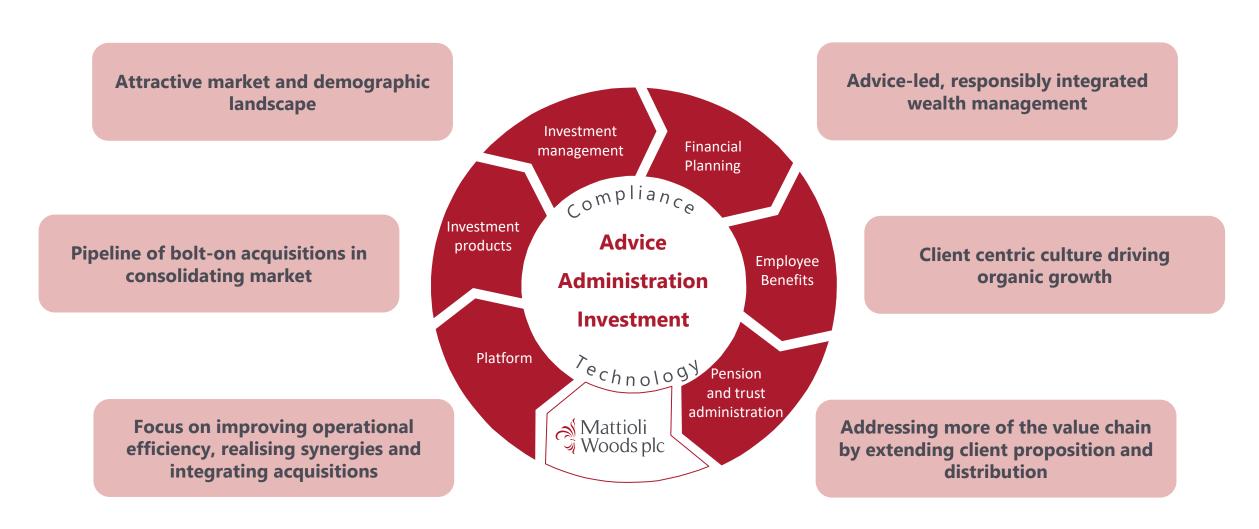
- Our business and goals
- Group highlights
- Financial results
- Advice
- Administration
- Investment and asset management
- Investment case

Creating and preserving wealth, our trusted advice gives clients the understanding to achieve their objectives

2

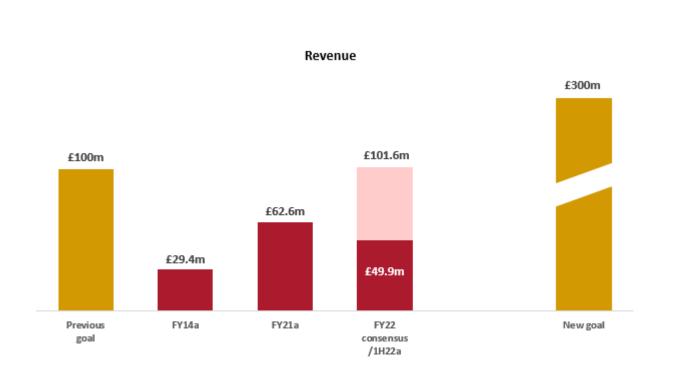
# **INTERIM RESULTS** | Our business





# **INTERIM RESULTS | Ambitious goals**





#### Attractive markets

#### **Demand for advice**

- Impact of pandemic
- Rising interest rates
- Inflationary pressures
- Ageing population
- Changes in legislation

### Improving margin

#### **Changing revenue mix**

- Operational gearing
- Economies of scale
- Streamlined processes
- Operational efficiency
- Utilisation of technology

#### New client wins

#### **Broadening distribution**

- Expand advisory team
- Expand client relationships
- Enhance investment proposition
- Be easier to do business with
- Develop digital channel

#### Adding acquisitions

#### **Creating value**

- Fragmented markets
- Strategic and cultural fits
- Deliverable synergies
- Economies of scale
- Pipeline of opportunities

## **INTERIM RESULTS | Group highlights**



Revenue

£49.9m



1H21: £29.5m

Organic revenue growth

+11.1%

1H21: (9.6%)

Recurring revenue<sup>1</sup>

87.7%



(6.6%)

1H21: 94.3%

Adjusted EBITDA<sup>2</sup>

£15.8m



1H21 restated: £8.9m

Adjusted EBITDA margin

31.6%



+1.4%

1H21 restated: 30.2%

Share of Amati profit

£0.86m



+10.7%

1H21: £0.44m

Adjusted PBT<sup>3</sup>

£14.1m



1H21 restated: £7.2m

Adjusted EPS<sup>4</sup>

23.8p



1H21 restated: 21.0p

Interim dividend

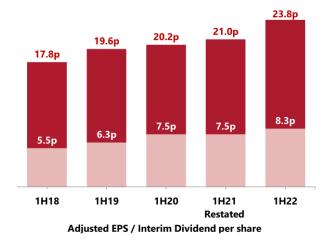
8.3p



1H21: 7.5p

### Delivering profitable growth

- Return to strong organic growth
- Completion of strategic acquisitions
- Balance of fee-based and ad valorem revenues
- Improved margin
- Further growth in profit from associate



<sup>1.</sup> Notes 1 to 4 refer to interim results press release dated 8 February 2022

# **INTERIM RESULTS | Group highlights**



Total client assets<sup>1</sup>

£15.1bn +24.8%

31 May 2021: £12.1bn

Revenue from acquisitions<sup>3</sup>

£19.4m



1H21: £2.0m

Enhanced product offering

New funds Private equity investments Mayen and Amati VCTs

DPM revenue<sup>2</sup>



1H21: £10.3m

Maven trading ahead

Revenue +22% EBITDA +7%



vs Budget

Investment in our people and IT building sustainable, long-term careers of value



New business

+63%



increase in new client wins

Ludlow trading ahead

Revenue +6% EBITDA +1%



vs Budget

Strong financial position

£44.3m cash



1H21: £18.2m

### **Building momentum**

- Increased new client wins
- Robust pipeline of new enquiries
- Focus on enhancing client proposition
- Acquisitions completed in prior year trading and integrating well
- · Current trading in line with management's expectations

1. Notes 1 to 3 refer to interim results press release dated 8 February 2022

# **INTERIM RESULTS | Acquisition performance and integration**



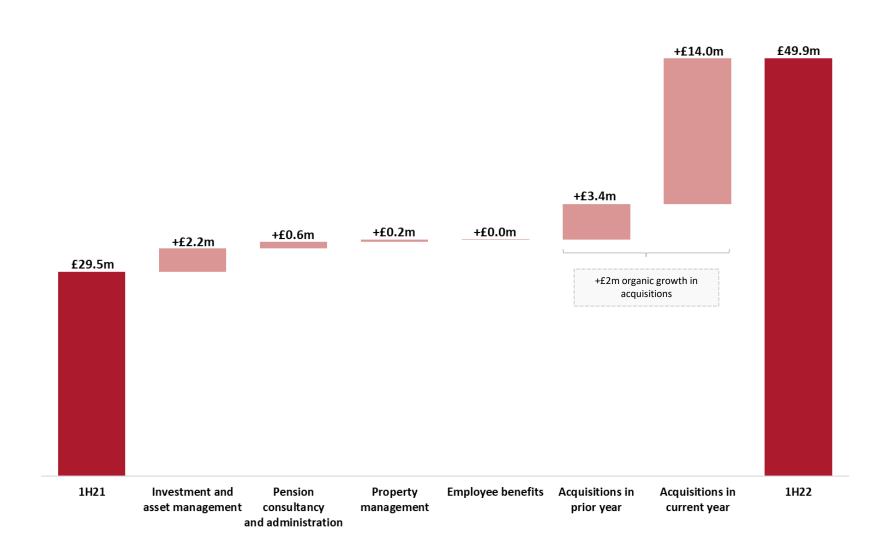




Performing ahead of budget	<ul> <li>Recurring monitoring, fund management and administration fees</li> </ul>	<ul> <li>Strong new client wins, particularly with HNW clients</li> <li>Higher and sustained inflows from existing clients</li> <li>Portfolios performing in line with expectations</li> </ul>					
or budget							
	<ul> <li>High performance fees on VCT and investor partner deals</li> </ul>						
	Strong deal flow						
	Two VCT fund raises launched						
Integration	<ul> <li>Completed first co-investment with qualifying Mattioli Woods clients</li> </ul>	<ul> <li>Confirmed strong cultural alignment and common approach to looking after clients</li> </ul>					
	<ul> <li>Further co-investment opportunities in pipeline</li> </ul>	<ul> <li>Integrating client proposition between both advisory teams</li> </ul>					
	<ul> <li>Financial reporting integration complete</li> </ul>	<ul> <li>Early adoption of the Group's DPM investment proposition</li> </ul>					
	<ul> <li>Planned combination of Private Investor Club and Maven Investor Partners</li> </ul>	<ul> <li>Integration of M&amp;A process, with strong pipeline of retiring IFA opportunities</li> </ul>					
	<ul> <li>Combination of risk and compliance function well progressed</li> </ul>	<ul> <li>Financial reporting integration complete</li> </ul>					
	and operating effectively	<ul> <li>Combination of risk and compliance well progressed and operating effectively</li> </ul>					
Synergies	Focus on delivery of revenue synergies	Focus on delivery of revenue and cost synergies					
	Cost synergies largely delivered						
	Glasgow office merge complete; London in progress						

# **INTERIM RESULTS | Segmental revenue**



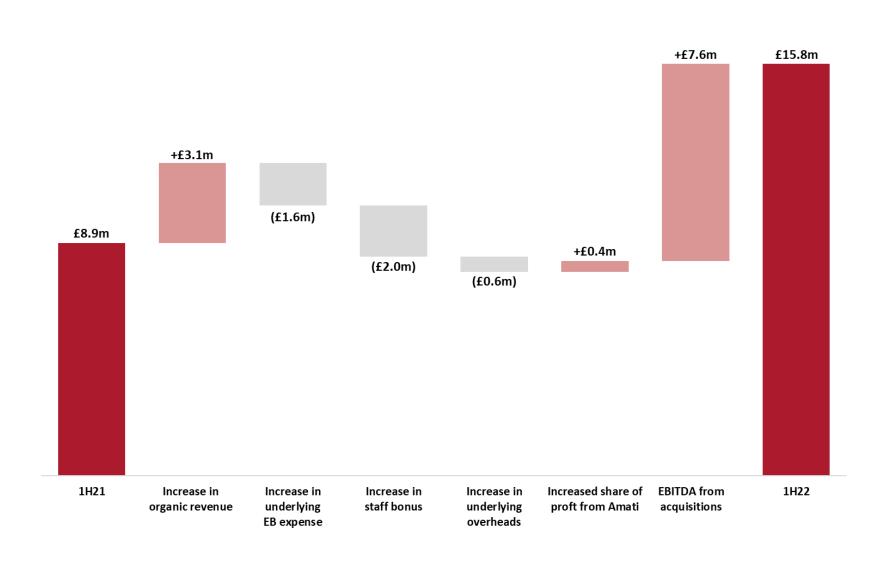


#### Diversified revenue model...

- Strong organic and acquired growth
- High recurring revenues 87.7%<sup>1</sup> (1H21: 94.3%)
- Resilient fee-based revenues
- Organic growth in H1 +11.1%
- £267m (1H21: £90m) net inflows into AuM

# **INTERIM RESULTS | Adjusted EBITDA bridge**



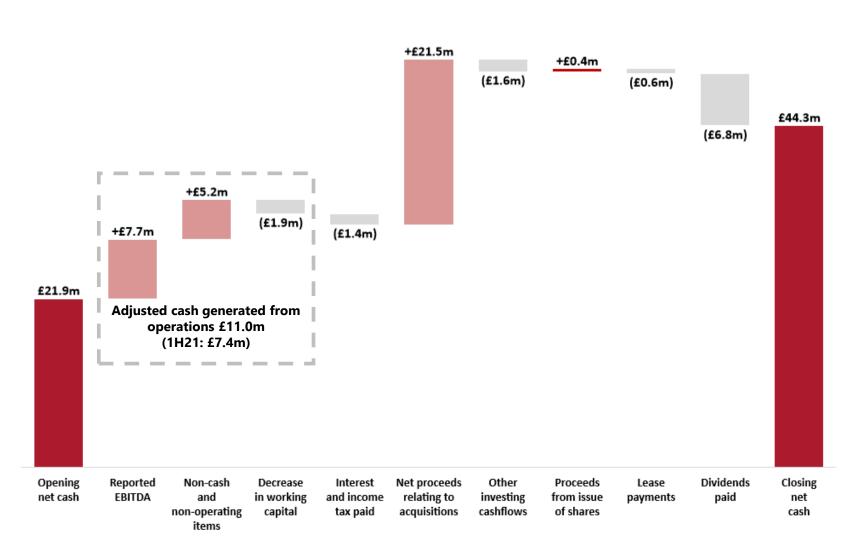


# ...translates to high quality earnings...

- Adjusted EBITDA margin 31.6% (1H21 restated: 30.2%):
  - Staff costs 54.2% of revenue (1H21: 51.4%)
  - Discretionary staff bonuses accrued £2.8m (1H21: £0.8m)
  - Increased professional costs, IT and marketing fees
- +£0.5m contribution from acquisitions vs expectation

## INTERIM RESULTS | Cash flow





# ...and high level of cash generation

- 69.6% of EBITDA converted to cash (1H21 restated: 83.1%)
  - Impacted by acquisition-related costs and payment of staff bonuses for FY21 in the period
- Net adjusted working capital outflow:
  - £1.7m increase in receivables
  - £0.4m decrease in payables
  - £0.2m increase in provisions
- Operating cashflows include £3.5m contingent remuneration paid and £3.0m acquisition costs paid
- Adjusted EPS<sup>1</sup> 23.8p (1H21 restated: 21.0p)
- Interim dividend of 8.3p (1H21: 7.5p)
   +10.7%
  - Progressive policy
  - 14% CAGR over last six years
  - Well-covered by adjusted earnings: 2.9x adjusted EPS (1H21: 2.7x)

<sup>1.</sup> Basic EPS 3.5p down (69.3%) (1H21 restated: 11.4p). Adjusted profit after tax is calculated as adjusted profit before tax less income tax at the standard rate of 19.0% (1H21: 19.0%).

# **INTERIM RESULTS | Responsibly integrated model**

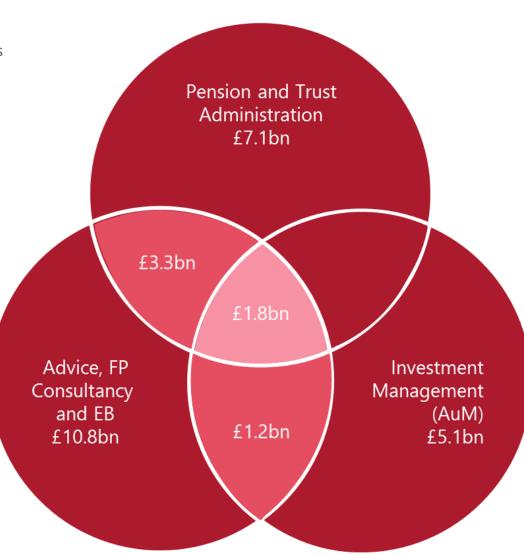


#### Administration

- £5.0bn in advised SIPP and SSAS schemes
- £2.1bn in c.4,000 administration-only schemes
- Full product offering, including property
- Proposed introduction of default investment options for non-workplace pension

#### Advice

- £5.0bn in c.7,000 SIPP and SSAS schemes
- £4.3bn Personal and other wealth management assets
- £1.5bn in corporate pension schemes
- Building capacity
- Developing new digital communication tools



#### Total client assets £15.1bn

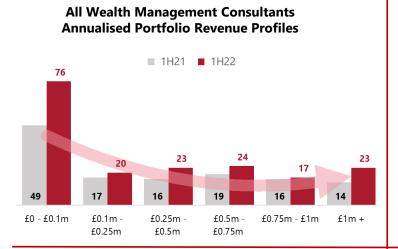
- Expanding target demographic
- Enhance product offering
- Multiple routes to market
- Addressing value chain

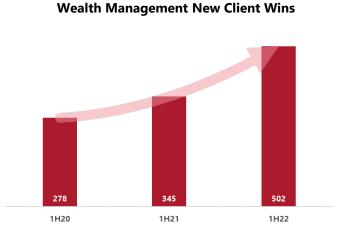
#### Investment

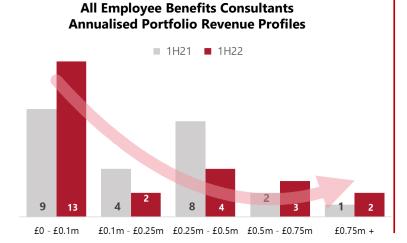
- £2.5bn in our in-house DPM proposition
- £0.5bn advisory client investment in our funds
- £2.1bn external and non-advised investment in our funds
- Opportunity to extend distribution beyond our advised clients to institutional and retail investors

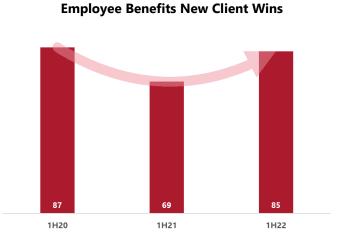
## INTERIM RESULTS | Advice











#### Capacity | Culture | Momentum

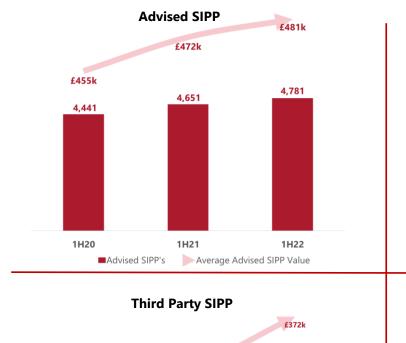
- 183 (1H21: 131) fee-generating consultants<sup>1</sup>:
  - Young team, multi-generational cascading of wealth
  - Revised remuneration and incentive structures
- Enhanced capacity for new business:
  - 502 wins (1H21: 345)<sup>2</sup>
  - 589 enquiries (1H21: 580)
  - Recent acquisitions
  - Proven and developing training programme
- Employee Benefits business repositioned to secure future growth

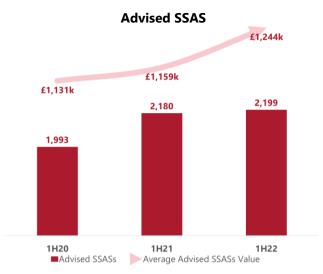
<sup>.</sup> Includes associate, consultants, paraplanners, business development managers and acquisitions

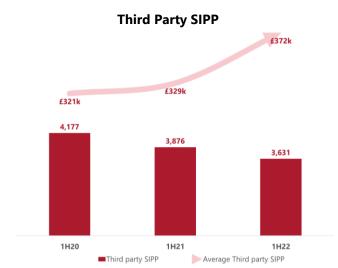
<sup>2.</sup> Total wealth management client wins, excluding personal protection

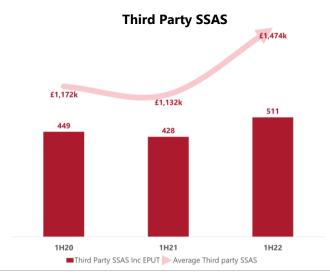
## **INTERIM RESULTS | Pension and trust administration**











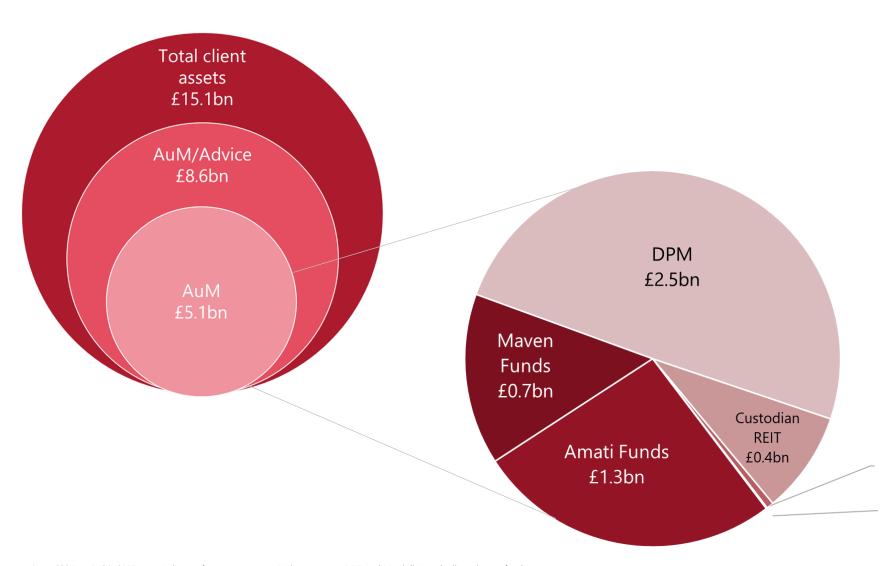
#### Recurring, fee-based revenues

- Long-term, multi-generational client relationships
- Differentiated pension proposition
- · Strong client retention
- Streamlining processes to increase caseloads and improve client service
- Opportunity to expand intermediated proposition and cross-sell investment services to introducers and direct clients

1. Third Party SSAS includes 99 EPUTs

# **INTERIM RESULTS | Broader investment proposition**





#### Innovative solutions

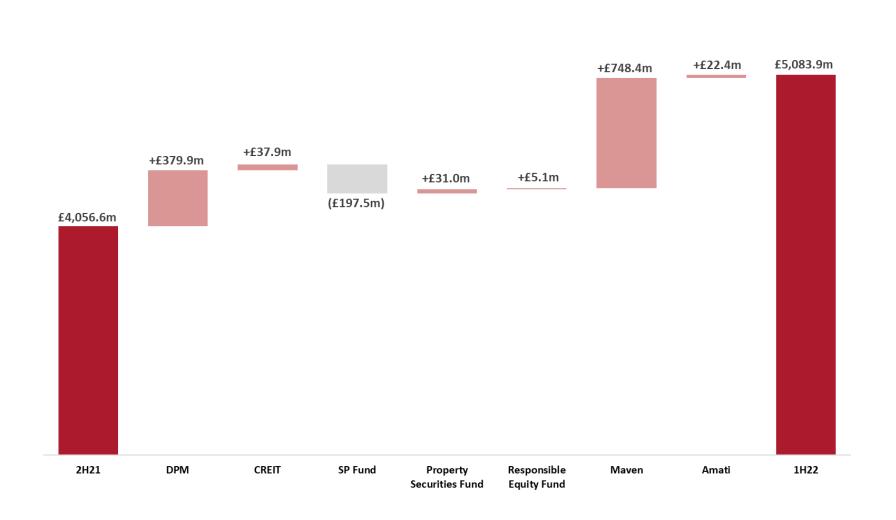
- Enhanced capability to develop new products
- Own and intermediated distribution
- Over £417m inflows to DPM
- Addition of the Mattioli Woods Property Securities and Responsible Equity Funds in Q3
- Positive performance from Custodian REIT and our discretionary portfolios<sup>1</sup>

Property Securities Fund £31.0m Responsible Equity Fund £5.1m

 <sup>£80.7</sup>m (1H21: £117.4m) Market performance across MW investments (REIT and Mattioli Woods discretionary fund management)
 All figures shown in £bn, except MW Responsible Equity Fund (REF) and Property Securities Fund (PSF) both shown in £m.

# **INTERIM RESULTS | Assets under management**





# Expanding investment opportunities

- 25.3% increase in AuM
- 267m (1H21: £90m) net inflows into AuM
- Extending distribution to existing and new clients
- Expansion of distribution solutions to other wealth managers and broader institutions
- Significant contribution from recent acquisitions
- Pipeline of new funds

### **INTERIM RESULTS** | Investment



#### Enhanced proposition

- Multi Asset Funds more than doubled in value since launch in July 2017 to £1.9bn (1H21: £1.4bn)
- Morningstar five star rating achieved for MW Adventurous Fund
- Embedded direct equity experience
- Maven adds private equity experience

#### Developing talent and new investment options for clients

- Mentoring and training to deliver our next Fund Managers
- Property Securities Fund and Responsible Equity Fund launched in period
- Four active-passive funds to mirror MAFs planned for Spring 2022 launch
- Maven and MW integrating and planning new PE offerings

#### Amati

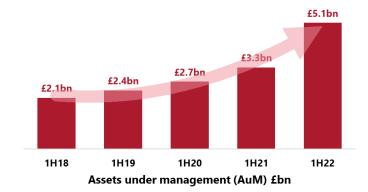
- Celebrating 5<sup>th</sup> anniversary of partnership
- AuM grown from £120m to £1.3bn
- Plans for further growth, including new fund in 2022
- Launched Strategic Metals Fund in March 2021
- Recruitment of new fund managers to support further growth, including new fund in 2022



Chris White
Investment Director



Lauren Wilson New Fund Manager



# **INTERIM RESULTS | Growing responsibly**



- Corporate responsibility:
  - Improving carbon efficiency across the Group
  - 10% of Amati profit donated to charity, much of it in our local communities
  - Primary charity ARUK with over £145k raised in the last year
  - Total tax contribution of £14.2m (1H21: £8.9m)
- A client proposition which continues to thrive:
  - Continued focus on value for money
  - Long-established ethical portfolios performing well
  - Internal ESGi ratings implemented and providing insight
- Positive culture:
  - Enduring focus on client experience and outcomes
  - Respect for all staff and other stakeholders

# Supporting our clients and the communities we work in

- Actions in the pandemic have enhanced our proposition
- Client peace of mind is highly valued
- A diverse and inclusive business

#### Measuring up against UN SDGs













## **INTERIM RESULTS** | Investment case



Incentivising, rewarding and retaining our key people

Accelerating growth through strategic acquisitions

Supporting growth with investment in digital platforms



Doing more with existing and new clients

**Enhancing investment proposition** 

Owning and broadening distribution

Simplifying administration, improving productivity and margin



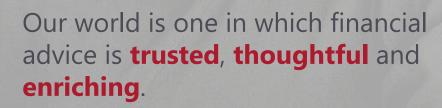
**APPENDICES** 

**INTERIM RESULTS 2022** 

# **INTERIM RESULTS | Appendices**



- Strategy and vision
- Investment
- Client assets
- Income statement and EPS
- Segment results
- Regulatory capital
- Acquisition criteria



# **INTERIM RESULTS | Strategy and vision**



ADVICE	ADMINISTRATION	INVESTMENT
Financial planning Employee benefits	Pensions and trusts Platform	Investment Investment products management
Win new clients, with greater integration across value chain	502 new clients (1H21: 345), increased new expand advisory teams and cross-sell	w enquiries;
Enhance investment proposition	Integration of PIC - MIP, launch MBO Fun August 2021 with period-end AuM values	
▶ Broaden distribution of products and services	Developing new consultants, launch D2C intermediary relationships	via Tiller and distribute via existing or new
Simplify administration, improve productivity	Increased efficiency, with +4% higher case while streamlining processes across Group	eloads: harmonise, cleanse and enrich client p
Support growth with further investment in digital platforms	Consolidate legacy systems, commission strategic partnership with Tiller	new CRM system, invest in MWeb and in
Accelerate growth through strategic acquisitions	Completion of Maven, Ludlow and Riching acquisitions – annualised impact on reven	
Incentivise, reward and retain our key people	Competitive remuneration and flexible be incentive plans	nefits packages, including share-based
Deliver sustainable shareholder returns	Good client outcomes, social responsibilit policy – interim dividend six-year CAGR +	ry, profitable growth and progressive dividence 13.7%

# **INTERIM RESULTS** | Investment



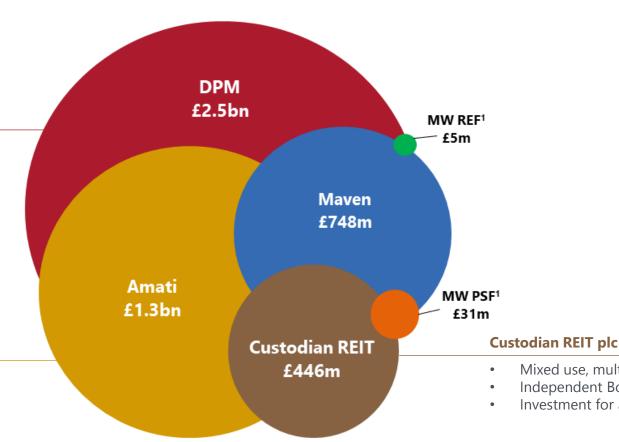


#### **DPM**

- Multi-Asset Funds comprising four riskweighted portfolios: Cautious, Balanced, Growth and Adventurous
- Direct equity portfolios
- Long-standing ethical portfolios

#### **Amati**

- Amati AIM VCT
- **UK Smaller Companies Fund**
- Strategic Metals Fund
- IHT portfolio



Total Gross AuM: £5.1bn

- Mixed use, multi-discipline property portfolio
- Independent Board
- Investment for advised and external clients

### **INTERIM RESULTS** | Investment



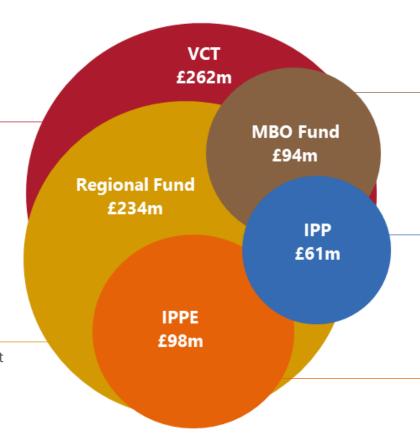
# MAVEN

#### **VCT**

- Four evergreen VCTs
- Private and AIM-listed investments
- Two share offers currently open

#### **Regional Fund**

• Regional Funds providing equity and debt capital for SMEs in specific UK regions



#### **MBO Fund**

- Supporting buyouts in smaller UK and mid-market UK companies
- Diverse range of investors, including Scottish Enterprise

#### **Investor Partners Property**

• Equity capital for development of hotels, purpose built student accommodation (PBSA), offices, residential construction and strategic land transactions

#### **Investor Partners Private Equity**

Equity capital for smaller MBOs of later stage SMEs across the UK

Total AuM: £748m

## **INTERIM RESULTS | Client assets**



At 30 Nov 2021	6,891.3	1,487.5	4,739.4	1,963.2	15,081.4	4,940.0	3,689.0	6,452.4	15,081.4
Net inflows/(outflows), including market movements	150.2	35.4	145.1	22.6	353.3	296.7	(304.1)	357.3	349.9
Acquisitions in the period	-	-	1,860.2	744.5	2,604.7	748.4	1,860.2	-	2,608.5
At 1 June 2021	6,741.1	1,452.1	2,734.2	1,196.0	12,123.5	3,895.4	2,133.0	6,095.1	12,123.5
Assets under management, administration and advice	SIPP and SSAS £m		Wealth lanagement other assets £m	Investment Products £m	Total £m	Net AUM £m	Net AuA £m	Admin & Execution only £m	Total £m

# Total client assets of £15.1bn

Gross AuM £5.1bn

Assets under management	DPM £m	Custodian REIT £m	Mattioli Woods SPF £m	Mattioli Woods PSF £m	Mattioli Woods REF £m	Amati <sup>1</sup> £m	Maven £m	Gross AuM £m	Cross- holdings <sup>2</sup> £m	Net AuM £m
At 1 June 2021	2,143.1	408.0	197.5	-	-	1,308.1	-	4,056.6	(161.2)	3,895.4
Acquisitions	-	-	-	-	-	-	747.9	747.9	-	747.9
Inflows	417.5	20.3	-	31.0	5.4	102.2	3.6	579.9	-	579.9
Outflows	(100.7)	-	(195.1)	(0.0)	(0.2)	(13.8)	(3.1)	(312.9)	17.3	(295.6)
Market movement	63.2	17.6	(2.3)	0.0	(0.1)	(66.0)	-	12.4	-	12.4
At 30 Nov 2021	2,523.0	445.9	-	31.0	5.1	1,330.5	748.4	5,083.9	(143.9)	4,940.0

<sup>1.</sup> Excludes £95.4m (31 May 2021: £94.8m) of Mattioli Woods' client investment included within SIPP and SSAS, employee benefits and personal wealth and other assets and excludes £16.4m (31 May 2021: £17.2m) of cross-holdings between the TB Amati Smaller Companies Fund and the Amati AIM VCT plc.

<sup>2.</sup> Comprises £15.1m (31 May 2021: £26.6) invested in Custodian REIT, £ nil (31 May 2021: £44.0m) in MW SPF, £31.2m (31 May 2021: £ nil) in MW Property Securities Fund and £72.0m (31 May 2021: £73.3m) in Amati funds, and £16.4m (31 May 2021: £17.2m) cross-holdings between TB Amati Smaller Companies Fund and Amati AIM VCT plc.

# **INTERIM RESULTS** | **Income statement**



	1H22 £m	1H21 restated £m	%△
Investment and asset management	23.4	15.3	53.6%
Pension consultancy and administration	9.8	9.1	8.5%
Property management	3.0	2.5	21.9%
Employee benefits	2.7	2.7	0.2%
Private equity management	10.9	-	
Revenue	49.9	29.5	69.1%
Employee benefits expense	(27.1)	(15.2)	78.4%
Other administrative expenses	(9.9)	(5.3)	88.5%
Share based payments	(0.6)	(0.7)	(21.1%)
Deferred consideration as remuneration	(4.6)	(1.5)	200.2%
EBITDA	7.7	6.8	12.7%
Acquisition-related costs	2.6	0.1	2,093.1%
Share of profit from associates, net of tax	0.9	0.4	95.1%
Contingent consideration as remuneration	4.6	1.5	200.2%
Adjusted EBITDA	15.8	8.9	76.9%
Depreciation, amortisation and impairment	(4.9)	(3.0)	64.2%
Net finance costs	(0.4)	(0.1)	398.6%
Share of profit from associates, net of tax	0.9	0.4	95.1%
Profit before tax	3.3	4.2	(22.8%)
Income tax expense	(1.6)	(1.1)	46.3%
Profit for the period (PAT) <sup>1</sup>	1.7	3.2	(46.2%)

### Adjusted EBITDA growth

- High recurring revenues
- Significant growth in revenue and adj. EBITDA

Note certain figures in the table above may not add due to rounding.

# **INTERIM RESULTS | Earnings per share**



	Profit 1H22 £m	EPS 1H22 Pps	Profit 1H21 restated £m	EPS 1H21 restated pps	$\triangle$ in EPS
Statutory PBT	3.3	6.8	4.2	15.2	
Income tax expense	(1.6)	(3.2)	(1.1)	(3.8)	
Statutory PAT / Basic EPS	1.7	3.5	3.2	11.4	(69.0%)
Reported profit before tax	3.3	6.8	4.2	15.2	
Amortisation on acquired intangibles	3.3	6.8	1.3	4.6	
Acquisition-related costs	2.6	5.4	0.1	0.4	
Notional finance costs	0.4	0.8	0.0	0.2	
Contingent consideration as remuneration	4.6	9.6	1.5	5.6	
Adjusted PBT	14.1	29.3	7.2	26.0	
Income tax expense at standard rate	(2.7)	(5.6)	(1.4)	(4.9)	
Adjusted PAT / Adjusted EPS <sup>1</sup>	11.5	23.8	5.8	21.0	13.3%
Basic weighted average number of shares	48.2m		27.9m		
Effective tax rate	48.0%		25.3%		
Standard rate of tax	19.0%		19.0%		

#### Adjusted EPS up 12.9%

- Like-for-like comparison
- Current year impacted by increase in acquisition-related costs and contingent consideration treated as remuneration
- Increased number of shares following placing and recent acquisitions
- Effective corporation tax rate:
  - Increased to 48.0% (1H21: 25.3%)
  - Impacted by non-deductible acquisition-related costs and consideration recognised as remuneration
  - Impact of new corporation tax rate from 1 April 2023, with deferred tax assets and liabilities recognised at new 25% rate at current period end

# **INTERIM RESULTS | Segment results**



Revenue synergies

Business referred between

segments

	Investment and asset management £m	Pension consultancy and admin £m	Private Equity management £m	Property management £m	Employee benefits £m	Total segments £m	Corporate costs £m	Consolidated <sup>1</sup> £m
Six months ended 30 November 2021								
Revenue	9.8	23.4	10.9	3.0	2.7	49.9	-	49.9
Segment profit before tax	2.8	7.1	1.9	0.8	0.4	13.1	(9.8)	3.3
Segment margin	29%	30%	17%	28%	15%	26%		7%
Six months ended 30 November 20	20							
Revenue	9.1	15.3	-	2.5	2.7	29.5	-	29.5
Segment profit before tax (restated)	2.3	4.6	-	0.5	0.3	7.6	(3.4)	4.2
Segment margin (restated)	25%	30%		22%	10%	26%		14%

<sup>1.</sup> Note certain figures in the table above may not add due to rounding.

# **INTERIM RESULTS | Regulatory capital**



#### Strong capital position:

- Capital resources are 140% of requirement
- Strengthened by £112m placing in the period
- Flexibility to pursue further acquisitions

#### Capital resources:

Total equity less intangibles and other deductions

#### Capital requirements:

- Pillar 1 Post-IFPR: K-factor requirement, Fixed overhead requirement ("FOR")
  - Previously: Credit risk / Market risk / Operational risk (FOR) requirements
- Pillar 2A: Stress-testing key risks over a one year horizon

#### Investment Firm Prudential Regime ("IFPR"):

- Impact embedded in capital and liquidity planning
- £4.8m reduction in capital resources following withdrawal of certain reliefs resulting in deduction in full of deferred tax assets and investment in associate
- K-Factor requirement significantly below FOR, no impact on total capital requirement
- Significant headroom on liquidity requirement of £5.9m vs available cash £44.3m

#### Understanding our capital position

Strong balance sheet

Regulatory capital	Post- IFPR £m	Nov 2021 £m	May 2021 £m
Net assets at period end	230.5	230.5	86.1
Capital deductions	(188.2)	(183.4)	(64.3)
Capital resources	42.3	47.1	21.8
Pillar 1 minimum capital requirement	17.6	17.6	11.9
Surplus before Pillar 2A	24.7	29.5	9.9
Incremental Pillar 2A requirement	-	-	-
Regulatory capital requirement	17.6	17.6	11.9
Surplus	24.7	29.5	9.9
Surplus as % of requirement	140%	168%	83%

# **INTERIM RESULTS | Acquisition criteria**



Strategic and cultural fit



Enhances client proposition



Enhances distribution



Ability to integrate



Access to technology/IP



Nature and quality of client base



Deliverable synergies



Sustainable margins



Deal structure that mitigates risks



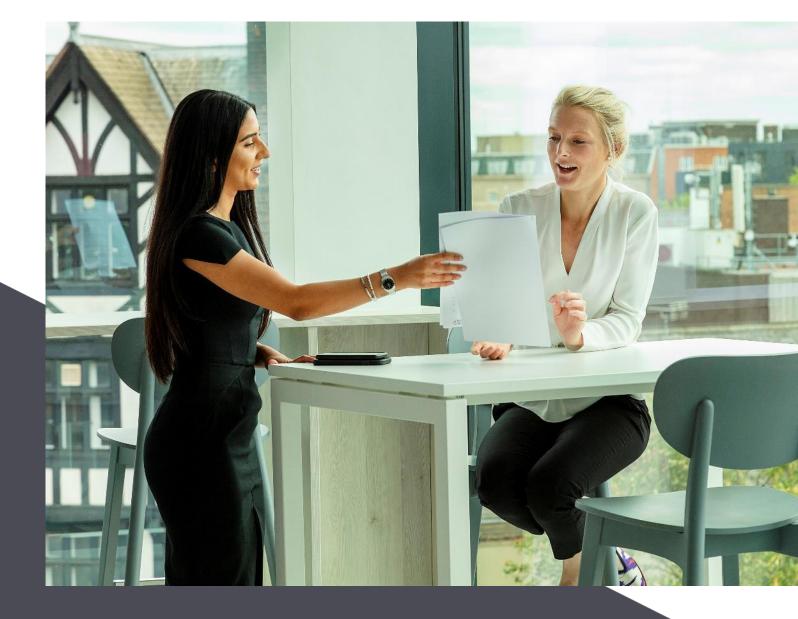
#### Attractive market

- Key characteristics:
  - Ageing population
  - Highly fragmented
  - Numerous business models
  - Clear economies of scale
  - Centralised investment propositions
  - Increasing regulatory burden
  - Greater fee transparency and margin pressure
- Significant corporate activity:
  - Consolidation
  - New entrants
  - Private equity and financial investors
- Exciting pipeline of opportunities



Our world is one

in which financial advice is **trusted**, thoughtful and enriching.



### **DISCLAIMER**

The views provided in this presentation are for general information purposes only and represent the opinion of the authors based on market conditions at the time of writing, which are subject to fluctuations, and interpretation of current or proposed legislation and HMRC practice, which are subject to change.

Nothing in this document represents investment advice of any nature whatsoever, and it does not constitute an offer or solicitation to purchase or sell any financial instruments. Accordingly, to the extent permitted by applicable law, Mattioli Woods does not accept any liability or responsibility for the information contained in this presentation or any investment decision or other action that may be taken in reliance upon the information contained in this presentation.

Mattioli Woods plc accepts no responsibility for any errors of fact or opinion and assumes no obligation to provide you with any changes to their assumptions.

The value of investments and the income from them can fall as well as rise and investors may not get back the full amount invested. Past performance is not a guide to the future. Any investment decisions should be taken with advice, given appropriate knowledge of the investors' circumstances.

Mattioli Woods plc. Registered in England No 03140521 1 New Walk Place, Leicester, LE1 6RU

© Mattioli Woods plc, all rights reserved



Mattioli Woods plc is authorised and regulated by the Financial Conduct Authority