

Ownership of Metro Bank UK PLC

Metro Bank UK PLC is a publicly traded company, owned by shareholders who purchase its stock on the London Stock Exchange. The largest shareholders typically include institutional investors such as pension funds, mutual funds, and other large investment firms. As a public company, Metro Bank's ownership can change frequently based on trading activity.

Customer Protection

Customers of Metro Bank UK PLC are protected under several UK regulatory schemes and frameworks:

1. Financial Services Compensation Scheme (FSCS):
 - The FSCS protects customers' deposits in case a bank fails. For Metro Bank customers, this means that eligible deposits are protected up to £85,000 per individual (£170,000 for joint accounts) per bank.
 - This protection covers cash held in current accounts, savings accounts, and certain other types of accounts.
2. Regulation by the Financial Conduct Authority (FCA) and Prudential Regulation Authority (PRA):
 - Metro Bank is regulated by the FCA and PRA, which ensure that it operates within rules designed to protect customers and maintain financial stability.
 - The FCA focuses on ensuring that Metro Bank treats customers fairly and provides them with clear information, while the PRA focuses on the bank's financial health and risk management practices.
3. Conduct Rules:
 - Metro Bank is required to adhere to various conduct rules that govern how they deal with customers. This includes providing clear and fair terms, dealing with complaints effectively, and ensuring that products and services meet the needs of their customers.
4. Complaints and Redress:
 - Customers who have complaints about Metro Bank's services can escalate their concerns to the Financial Ombudsman Service if they are not satisfied with the bank's resolution. The Ombudsman provides an independent review and can order compensation if the bank is found to be at fault.
5. Capital Adequacy Requirements:

- Under PRA regulations, Metro Bank must hold a certain level of capital reserves to cover potential losses, ensuring that it remains solvent and can meet its obligations to customers even in adverse conditions.

Relationship Between RC Administration Limited (Trading as Retirement Capital) and Metro Bank PLC

Metro Bank provides banking services to customers of Retirement Capital. To prevent fraud and unauthorised payment transactions, Retirement Capital is a signatory to the account. However, Retirement Capital has no financial incentive arrangement with Metro Bank.

Retirement Capital is regarded as an account administrator. The failure of Retirement Capital as a firm has no bearing on the custody of the account, as the trustees are both the beneficiaries and legal owners of the account and its money. This arrangement ensures that the security and ownership of the funds remain intact regardless of Retirement Capital's operational status.