



Treasury Committee

House of Commons, Committee Office, London SW1A 0AA

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Dear Caroline

Thank you for appearing before the Committee on 22 January as part of the Committee's inquiry into the Independent Review of the Financial Ombudsman Service (FOS) inquiry. During this oral evidence session, you said that you would write to the Committee with details of:

- The FOS quality assurance policy;
- How many case outcomes have been changed after they have been reviewed as part of the Ombudsman's quality assurance policy;
- The current wait times on cases at each stage of the complaints process (investigator, adjudicator and ombudsman);
- How long vulnerable consumers are waiting to have their case reviewed at each stage of the complaints process.

In addition, the Committee has an inquiry into economic crime and the affect it has on consumers. We would welcome any evidence you wish to provide to assist with this inquiry. We have some specific questions on economic crime which we did not get an opportunity to cover in the oral evidence session:

- What types of cases do you see coming to the FOS in which consumers have been the victims of economic crime? How many cases do you see a month?
- Are there any themes to the crimes seen and what would be your recommendations be on what financial services firms and consumers can do to combat economic crime?
- With the cases that you see, what is the average time for a case to be passed to a case handler, and what is the average time from then to a decision?
- Do you see any weakness in the current legislative and regulatory frameworks relating to economic crime and how it affects consumers?
- The Contingent Reimbursement Model will allow claims against the receiving banks. How will this affect the FOS? How much more investigative work will these cases require?
- How is the phrase 'grossly negligent' being applied across the sector, and are you satisfied it is being applied consistently and correctly?

- The FOS 'Ombudsman News' from August 2018 mentions that what is considered grossly negligent will "inevitably change" over time. How will you ensure that the term is still applied consistently and correctly across the sector?
- How many consumer complaints relating to de-risking and what is a typical outcome for a complaint which comes to you?

I would welcome a response by Thursday 7 February.

Yours own
Nicky

Rt Hon Nicky Morgan MP
Chair of the Treasury Committee