



Rt Hon Nicky Morgan MP
Chair of the Treasury Committee
House of Commons
Committee Office
London
SW1A 0AA

from Caroline Wayman
chief ombudsman &
chief executive

write to Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Sent by email

13 November 2018

Dear Ms Morgan,

Thank you for your letter of 6 November.

We would like the Committee to have confidence in the approach we are taking, so it's helpful to understand your further thoughts.

It certainly isn't our intention to try to limit the number of cases which are considered by Carol Brady – we're working on the assumption, therefore, that to be effective, she will need to consider at least 150 cases. And so if the Deloitte work does not identify that number of cases, we will supplement it with further complaints which, as the Committee has suggested, will be weighted towards more complex cases.

I would be grateful if you would pass on the following e mail address to your correspondents, asking them to reference the Treasury Select Committee so we can keep a track on their follow up contact with us:

stakeholder.enquiries@financial-ombudsman.org.uk

This address is monitored by a dedicated team who will be best placed to consider what further help we might be able to provide.

And, I would of course be happy to attend the Committee in the New Year.

Yours sincerely,

Caroline Wayman
chief ombudsman and chief executive