



Treasury Committee

House of Commons, Committee Office, London SW1A 0AA

Tel 020 7219 5769 Email treascom@parliament.uk Website www.parliament.uk/treascom

Caroline Wayman, Chief Ombudsman & Chief Executive
The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

4 September 2018

Dear Ms Wayman

Thank you for your letter dated 26 July in which stated that you have reconsidered how you plan to conduct the case review recommended by the Independent Reviewer of the Financial Ombudsman Service (FOS).

As part of the Committee's ongoing scrutiny of the FOS the Committee requests a copy of the terms of reference for this review. As stated in my previous letter, in order to build consumer confidence in the FOS, the Committee wants to ensure that all those involved in the review are sufficiently independent of the FOS. In addition, I would be grateful if you could provide the planned publication date for the results of this review.

In your letter you stated that a "statistically significant random sample of decisions" will be considered as part of the review. The Committee would also be grateful to understand the number of cases that will be included in the review, including the percentage of cases which will be more complex in nature.

I intend to place this letter, and any response, into the public domain.

Yours sincerely
Nicky

Rt Hon Nicky Morgan MP
Chair of the Treasury Committee