



**Financial
Ombudsman
Service**

from **Caroline Wayman**
chief ombudsman &
chief executive

write to **Financial Ombudsman Service**
Exchange Tower
London
E14 9SR

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

Sent by email

3 April 2018

Dear Nicky,

Thank you for your letter of 28 March which I have discussed with the chairman.

I can confirm that our Board agrees that its review must be demonstrably independent, and that this is fundamental to its consideration and identification of a suitable candidate.

And thank you for setting out the points of principle you'd like to see reflected in the final version of the terms of reference for the review: we will of course ensure that they are incorporated in the draft which we put to our Board for final approval. We're also content with the proposed arrangements and timings for the Committee's consideration of the review's findings.

Yours sincerely

A handwritten signature in black ink, appearing to read 'CW', followed by a horizontal line.

Caroline Wayman
chief ombudsman and chief executive