You will be aware of the Treasury Committee’s ongoing interest in the experience of so-called ‘mortgage prisoners’. Having already engaged the Financial Conduct Authority and the Economic Secretary to the Treasury in discussion about this important topic, I would now like to understand the role that the Financial Ombudsman Service (“FOS”) has been playing in supporting ‘mortgage prisoner’ complainants.

I am writing to you for comment on your approach to dealing with ‘mortgage prisoner’ complainants. I would be grateful if you would specifically address in your consideration:

- The number of complaints raised with the FOS to date, from consumers that identify as ‘mortgage prisoners’ (live and closed cases)
- A high-level overview of complaint themes/recurrent issues
- The proportion of those complaints that were upheld
- The breakdown of complaints received from ‘mortgage prisoners’ with reference to regulated, inactive and unregulated entities
- A summary of the staff training and policies/principles that guide adjudicators’ assessment of complaints brought by ‘mortgage prisoners’
- How the FOS monitors consistency and staff compliance with these policies/principles
- Your views on the conduct of firms that are subject to ‘mortgage prisoner’ complaints, including whether there are specific practices that appear inconsistent with the principle of Treating Customers Fairly
- Your views on whether the proposals outlined in FCA CP 19/14 would effectively mitigate against a large proportion of the complaints that the FOS is handling in relation to ‘mortgage prisoners’, if implemented
I intend to place this letter, and any response, in to the public domain and I would be
grateful for your response by 17 May 2019.

Yours sincerely,

Rt Hon Nicky Morgan MP
Chair of the Treasury Committee