

The Rt Hon Nicky Morgan MP
Treasury Committee
House of Commons
London
SW1A 0AA

24 July 2018

Dear Nicky

Thank-you for your letter regarding the FCA's consultation on SME access to the Financial Ombudsman Service (FOS). I have also read the transcript of your hearing with Mr Lloyd and the FOS.

I understand the concerns you raise regarding the speed at which the FOS could prepare for an increase in its remit, and the importance of ensuring that the FOS has adequate time to prepare for its new responsibilities. At our last hearing, both Charles Randell and I said that this required a change in the approach of the FOS, and that they were not in a position to do these complex cases today. We will consider the points you raise carefully.

Yours Sincerely

Andrew

Andrew Bailey
Chief Executive