

# Financial Ombudsman Service Limited

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## MINUTES

MINUTES of the meeting of the directors, held at Missenden Abbey, Bucks, on Wednesday, 23 September 2015 at 15.30

<b>Present</b>	Nick Montagu (NM)	chairman
	Alan Jenkins (AJ)	director
	Maeve Sherlock (MS)	director
	Pat Stafford (PS)	director
	Gerard Connell (GC)	director
<b>Apologies</b>	Gil Whitehead (GW)	director
<b>In attendance</b>	Caroline Wayman (CW)	chief executive and chief ombudsman
	Julia Cavanagh (JC)	chief finance officer
	Chris McDermot (CMcD)	chief operating officer
	Annette Lovell (AL)	director of policy, knowledge & stakeholder relations
	Alison Hoyland (AH)	board secretary & head of CEO's office (minutes)

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### Apologies for absence

Apologies had been received from Gill Whitehead.

### 1-3/1509 Board minutes

The Board approved the note of the meeting held on 21 July 2015.

### Matters arising

Matters arising were picked up as part of the away day discussions, and in the formal business before the Board.

### Chief ombudsman and chief executive's update

The chief executive updated the Board on a number of organisational developments since the last meeting, including:

- the ombudsmen appointments approved by the chairman since the last meeting;
- the steps the service was taking to manage its PPI workload in the light of the continuing pressures (primarily as a result of higher incoming case volumes than forecast and the uncertainties associated with the Supreme Court ruling in the case of Plevin);
- progress on a recent senior leadership recruitment round; and
- litigation cases of note.

### 4/1509 Rule changes: complaint handling

fos/15/09/04

The FCA proposed to make rule changes enabling not-for-profit debt advice bodies subject to the ombudsman's compulsory jurisdiction to signpost customers orally to the availability of complaints information, rather than in writing. The ombudsman Board was asked to make the same changes to its voluntary jurisdiction rules, consistent with its normal practice.

The Board agreed the rules, subject to FCA approval.

### Any other business

There being no other business, the meeting ended at 16.15