

meeting of the industry steering group  
(insurance)

7 May 2015

present

from the insurance sector:

- Toby Strauss (Lloyds),
- Paul Matthews (Standard Life),
- Jackie Hunt (Prudential),
- Paul Evans (AXA)
- Paul Geddes (Direct Line)

from the Financial Ombudsman Service:

- Nick Montagu, chairman
- Caroline Wayman, chief ombudsman and chief executive
- Annette Lovell, director of policy, knowledge and stakeholder relations

apologies:

- Andy Briggs (Friends Life),
- Maurice Tullock (Aviva),
- Mark Summerfield (Co-op),
- Steve Lewis (RSA)
- John Pollock (L&G),

## **welcome and introductions**

The chairman welcomed the group and thanked the members for attending.

## **annual review**

The chief ombudsman gave an overview of the previous year for the ombudsman service, setting this in the context of the experience of dealing with disputes for fifteen years. She explained that during this time, a significant proportion of disputes had been about three issues, mortgage endowments, bank charges and PPI. The group discussed the volume of disputes which were about insurance products and the learning that this represented. The group also discussed possible emerging issues including complaints arising from the pension reforms and the changes proposed in the FCA's complaints thematic work.

## **new ways of working**

The chief ombudsman updated the group on the work the ombudsman service has been doing to address customers' changing expectations about the service it provides. She explained that challenging established thinking about case handling processes had led to the trialling of new ways of working, for example moving knowledge and experience to the front of our process – providing greater ombudsman involvement and support, as soon as customers contact us for help. The group was supportive of this approach, which reflected steps being taken by the industry.



## **AOB**

There was no other business raised.

## **next meeting**

The next meeting will be held in six months.