

## **Meeting of the industry steering group (trade associations)**

9 November 2017

present

from the industry:

- Hugh Savill, Association of British Insurers
- Martin Shaw, Association of Financial Mutuals
- Robin Fieth, Building Societies Association
- Robert Sinclair, Association of Mortgage Intermediaries
- Fiona Hoyle, Finance and Leasing Association
- Eric Leenders, UK Finance
- Richard Koch, UK Finance
- Peter Wallwork, Credit Services Association
- Jason Wassell, Consumer Finance Association
- Ian Cornwall, Personal Investment Management & Financial Advice Association
- Greg Stevens, Consumer Credit Trade Association
- Vanessa Young, British Insurance Brokers Association

from the Financial Ombudsman Service:

- Caroline Wayman, chief ombudsman and chief executive
- Annette Lovell, director of engagement
- David Bainbridge, head of external relations

apologies:

- Emma McWilliam, Investment and Life Assurance Group
- Jeff Longhurst, UK Finance
- June Deasy, UK Finance

### **welcome and introductions**

The chief ombudsman and chief executive welcomed the group and thanked those present for attending.

### **2017/2018 – the year so far**

The director of engagement talked the group through some of the trends from the current business year. The group heard that, based on current trends, the ombudsman service expects to receive the 180,000 new PPI complaints anticipated in its plans for 2017/2018. Attendees noted that their members had seen an increase in new PPI complaints since the start of the FCA communications campaign, but that this was well within the levels they had planned for.

The group also heard that the ombudsman service now expects to receive 257,000 new non-PPI complaints – a small increase on the 250,000 anticipated in its plans for 2017/2018. It was explained that this has been driven by a higher than anticipated volume of short-term lending complaints as well as an increase in general banking and insurance complaints.

**plans and projections for 2018/19**

The chief ombudsman and chief executive outlined the ombudsman service's initial projections for the coming business year. The group agreed that the ombudsman service's projection of 250,000 new PPI complaints seemed broadly sensible. However, it was noted that a sudden spike in volumes may result in some firms being unable to respond to complaints within 8 weeks, which could in turn result in an increase in complaints to the ombudsman service. It was also agreed that the ombudsman service's projection of 20,000 new short-term lending complaints seemed realistic.

The group also acknowledged that as the ombudsman service grew smaller in a post-PPI world it would make sense to review its funding model.

The group discussed a number of market developments that could potentially impact on the ombudsman service in the future. These included Universal Credit, firms' obligations under the General Data Protection Regulation and immigration checks on current account holders.

**AOB and closing remarks**

No further business was raised by the attendees.

**next meeting**

It was agreed that the group would meet again in six months.