

# Financial Ombudsman Service Limited

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## MINUTES

MINUTES of the meeting of the directors, held at Langshott Manor Hotel, Horley on Wednesday 14 September

Present	Chris Kelly	chairman
	Janet Gaymer	director
	Alan Jenkins	director
	Elaine Kempson	director
	Kate Lampard	director
	Julian Lee	director
	Roger Sanders	director
	Maeve Sherlock	director
	Pat Stafford	director
In attendance	Natalie Ceeney	chief executive & chief ombudsman (CEO)
	Tony Boorman	decisions director
	Julia Cavanagh	performance & finance director & company secretary
	David Cresswell	communications & customer insight director
	Simon Rouse	operations director
	David Thomas	corporate director
	Caroline Wayman	legal director
	Alison Hoyland	head, chief executive's office (minute taker)

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### 1/1109 Apologies for absence

There were no formal apologies for absence, but it was noted that Jacquie Wiggett was unable to attend the meeting.

### 2/1109 Minutes

The minutes of the board meeting held on 20 July 2011 were approved as an accurate record of the meeting.

The board noted the draft minutes of the Quality Committee and the Nominations and Remuneration Committee meetings held on 20 July 2011.

### 3/1109 Matters arising

#### *PPI judicial review*

The *legal director* updated the board on the position in relation to the recovery of the service's costs for the PPI judicial review and advised the board that the service had now received a payment which recovered the vast majority of the service's billable costs.

#### *Transparency and publishing decisions*

The board noted that the service had published its discussion paper on publishing

ombudsman decisions.

*Property*

The *operations director* expected the service to soon be in a position to be able to sign the heads of term agreement. In the meantime, the service had managed to negotiate more favourable terms on costs and was hopeful that it would also be able to negotiate more favourable terms in a number of other respects.

**4/1109 Any other business**

There was no other business.

There being no other business, the meeting ended at 12.30 pm