



Financial
Ombudsman
Service

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ombudsman news

essential reading for people interested in
financial complaints – and how to
prevent or settle them



Try out our new website

Readers who regularly use our online resources might have noticed we've recently launched our [new website](#). Some of you might have been involved in testing the site, so many thanks if you have – and if you haven't, but would like to in the future, please reply to this email to let us know.

Read our annual review

If you missed it at the time, you might want to catch up on our [annual review of 2018/2019](#), which we published in May. Much of the news coverage focused on the significant rise in complaints about payday lending, but the review highlights trends for every sector. There's also a detailed [data download](#) covering the year's key numbers, including the volumes of complaints in each sector, how many we upheld in customers' favour, and the demographics of people who used our service.

New resources about fraud and scams

Complaints to the ombudsman involving banking fraud and scams have risen by around 40% year-on-year. Alongside our annual review, and shortly before the launch of a new voluntary code relating to "authorised push payment" fraud, we published [refreshed content and case studies illustrating our approach to resolving these cases fairly](#).

A conversation about debt collection

Regular readers will also remember that earlier this year we shared our insight into complaints about debt collection. Citizens Advice's Adam Burgess contributed to that edition, and joined our ombudsman Mark Hollands to discuss problems that can arise, and how to resolve and prevent them. You can listen to that conversation [here](#).



a conversation about
deliberation



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