

Gifts and Hospitality Register – entries between 1 April 2019 and 30 September 2019

The Financial Ombudsman Service’s policy on gifts and hospitality requires colleagues to consider whether any offer of a gift or hospitality is in keeping with their role and/or whether it could create, or could it be seen to create, any sense of obligation or bias. The following register lists all offers of gifts and hospitality during the period, whether accepted or not.

Month gift offered/received	Offered to/received by	Job title/role	Received from	Gift/hospitality	Estimated Value	Accepted?
April 2019	Member of staff-executive team member Caroline Wayman	Chief executive and chief ombudsman	Stakeholder – Regulator Payment Systems Regulator	Hospitality - Refreshments	£0-£5	Accepted In keeping with role
April 2019	Member of staff-executive team member Caroline Wayman	Chief executive and chief ombudsman	Stakeholder – Regulator Financial Services Compensation Scheme	Hospitality - Refreshments	£0-£5	Accepted In keeping with role
April 2019	Member of staff – other	Casework	Consumer	Thank you gift	£25-£30	Accepted – Perishable
April 2019	Member of staff – other	Casework	Consumer	Thank you gift	£5-£10	Accepted – Perishable

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April 2019	Member of staff – other	Support	Supplier/consultant/contractor NERA Economic Consulting	hospitality - evening reception/dinner	£45-£50	Declined
April 2019	Member of staff - executive team member x 2 Caroline Wayman and Annette Lovell	Chief executive and chief ombudsman and Director of engagement	Stakeholder - other BBC Ulster’s ‘on your behalf’	attendance gift/costs	£0-£5 per head	Accepted – In keeping with role
April 2019	Member of staff – other	Support	Stakeholder – Regulator Financial Conduct Authority	Hospitality - Breakfast/Lunch	£10-£15	Accepted – In keeping with role
April 2019	Member of staff – other	Support	Stakeholder – financial business Nationwide	Hospitality - Breakfast/Lunch	£10-£15	Accepted – In keeping with role

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April 2019	Member of staff – other	Support	Stakeholder - Regulator Fin-net EU Commission	Attendance gift/costs	£230-£235	Accepted – In keeping with role
April 2019	Member of staff – other	Support	Stakeholder – Regulator Financial Conduct Authority	Hospitality - Breakfast/Lunch	£10-£15	Accepted – In keeping with role
April 2019	Member of staff – other	Support	Supplier/consultant/contractor Cyber Duck	Thank you gift	£5-£10	Declined
May 2019	Member of staff - executive team member Caroline Nugent	HR Director	potential supplier Strictly Recruitment	Marketing gift	£0-£5	Accepted
May 2019	Member of staff - executive team and 1 x member of staff –other Annette Lovell	Director of engagement and Support	Stakeholder - financial business Aviva	hospitality - evening reception/dinner Annual Parliamentary Reception	£15-£20 per person	Accepted – In keeping with role

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May 2019	Member of staff – other	Support	Supplier/consultant/contractor The Lensbury	Hospitality - evening reception/dinner	£55-£60	Declined
May 2019	Member of staff – other	Support	Stakeholder - Trade association Association of Chartered Certified Accountants	Hospitality - Breakfast/Lunch	£10-£15	Accepted- In keeping with role
May 2019	Member of staff –other	Casework	Consumer	Thank you gift	£50	Accepted – Shared with team
May 2019	Member of staff - executive team member Caroline Nugent	HR Director	Supplier/consultant/contractor PA Consulting	Hospitality - evening reception/dinner Managing Talent in the Public Sector dinner	£25-£30	Accepted – In keeping with role
June 2019	Member of staff – other	Casework	Consumer	Thank you gift	£45-£50	Accepted – Perishable

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June 2019	Member of staff - executive team member Caroline Nugent	HR Director	Stakeholder – Professional Networking Purplespace	Hospitality - evening reception/dinner	£35-£40	Accepted – In keeping with role
June 2019	Member of staff – other	Casework	Consumer	Thank you gift	£35-£40	Accepted – Perishable
June 2019	Member of staff – other	Casework	Consumer	Thank you gift	£0-£5	Accepted – Perishable
June 2019	Member of staff – other	Casework	Consumer	Thank you gift	£25-£30	Accepted – Perishable and shared with team
June 2019	Member of staff - executive team member Garry Wilkinson	Principal Ombudsman and Director of Investigation	Stakeholder -Trade Association Association of Mortgage Intermediaries	Hospitality - evening reception/dinner	£45-£50	Accepted – In keeping with role

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June 2019	Member of staff – other	Support	Stakeholder – other Reserve Bank of India	Hospitality and attendance gift/costs – annual conference of the banking ombudsman in India	£2,030-£2,035	Accepted – In keeping with role
June 2019	Member of staff - executive team member Caroline Wayman & Annette Lovell	Chief executive and chief ombudsman and director of engagement	Stakeholder – other Oxford University	Hospitality - Breakfast/Lunch	£10-£15 per person	Accepted – In keeping with role
July 2019	Member of staff - executive team member and member of staff – other Annette Lovell	Director of Engagement and Support	Stakeholder - other Banking Bureau of Taiwan	Attendance costs/gift – Fortnum and Mason tea	£10-£15	Accepted – Donated to charity
July 2019	Member of staff – other	Casework	Consumer	Thank you gift	£35-£40	Accepted – Perishable
July 2019	Member of staff – other	Casework	Consumer	Thank you gift	£25-£30	Accepted – Donated to charity

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July 2019	Member of staff – other	Casework	Consumer	Thank you gift	£25-£30	Accepted – shared with team
July 2019	Member of staff - executive team member Caroline Nugent	HR Director	Stakeholder – Professional Networking Purplespace	Hospitality - evening reception/dinner	£35-£40	Accepted – In keeping with role
July 2019	Member of staff – other	Casework	Consumer	Thank you gift	£20-£25	Accepted – Perishable
August 2019	Member of staff – other	Casework	Consumer	Thank you gift	£0-£5	Accepted – Perishable
August 2019	Member of staff –other	Casework	Consumer	Thank you gift	£30-£35	Accepted
August 2019	Member of staff - executive team member Annette Lovell	Director of Engagement	Stakeholder – ADR provider Business Banking Resolution Service	Hospitality – Breakfast/lunch	£0-£5	Accepted – In keeping with role

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September 2019	Member of staff - executive team member Caroline Wayman	Chief executive and chief ombudsman	Stakeholder – other ADR provider Financial Systems Mediator of Armenia	Attendance gift/costs	£45-£50	Accepted – Donated to charity
September 2019	Member of staff –other	Casework	Consumer	Thank you gift	£30-£35	Accepted – Perishable
September 2019	Member of staff - executive team member Caroline Wayman	Chief executive and chief ombudsman	Stakeholder - Professional Network Mentore Consulting LLP	Hospitality - Breakfast/Lunch	£15-£20	Accepted – In keeping with role
September 2019	Member of staff –other	Support	supplier/consultant/contractor Hilton Hotel	Attendance gift/costs	£10-£15	Accepted – In keeping with role
October 2019	Member of staff - executive team member Garry Wilkinson	Principal Ombudsman and Director of Investigation	Stakeholder -Professional Network Fluxx	Hospitality - Breakfast/Lunch	£15-£20	Accepted – In keeping with role

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