

## Gifts and Hospitality Register – entries between 1 October 2019 and 31 March 2020

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?
7 October 2019	Member of staff – executive team member Caroline Wayman	Chief executive and chief ombudsman	Stakeholder – regulator FCA	Hospitality – breakfast/lunch	£0-£5	Accepted – In keeping with role
15 October 2019	Member of staff – executive team member Caroline Wayman & Julia Cavanagh	Chief executive and chief ombudsman & Chief financial officer	Stakeholder – previous supplier Deloitte	Hospitality – breakfast/lunch	£5-£10 per head	Accepted – In keeping with role
16 October 2019	Member of staff – other	Support	Stakeholder – potential supplier Park Plaza hotel	Attendance gift	£5-£10	Accepted – In keeping with role

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21 October 2019	Member of staff – other	Casework	Consumer	Thank you gift	£20	Accepted - donated to charity
24 October 2019	Member of staff – executive team member  Caroline Wayman	Chief executive and chief ombudsman	Stakeholder –government  The City of London	Hospitality - evening reception/dinner	£95-£100	Accepted –  In keeping with role
25 October 2019	Member of staff – other	Support	Stakeholder – professional development  Purplespace	Attendance costs	£15-£20 a head	Accepted –  In keeping with role
31 October 2019	Member of staff – other	Casework	Consumer	Thank you gift	£35-£40	Accepted –  Perishable

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31 October 2019	Member of staff - executive team member  Julia Cavanagh	Chief financial officer	Stakeholder – previous supplier  Deloitte	Hospitality – breakfast/lunch	£5-£10	Accepted –  In keeping with role
15 November 2019	Member of staff - executive team member  Caroline Wayman & Annette Lovell	Chief executive and chief ombudsman and director of engagement	Stakeholder –other  Christopher Hodges (Professor of Justice Systems and Head of the Swiss Re Research Programme on Civil Justice Systems, Centre for Socio-Legal Studies, Oxford)	Thank you gift	£85-£90 each	Accepted –  In keeping with role
19 November 2019	Member of staff – other	Support	Stakeholder –other  Ombudsman Association	Hospitality – breakfast/lunch	£5-£10	Accepted –  In keeping with role

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21 November 2019	Member of staff – other	Support	Stakeholder – other China Banking and Insurance Regulatory Commission (CBIRC) - Financial Inclusion department	Thank you gift	£5-£10 each	Accepted –  In keeping with role
22 November 2019	Member of staff – other	Casework	Consumer	Thank you gift	£20-£25	Accepted –  Perishable
2 December 2019	Member of staff – other	Casework	Consumer	Thank you gift	£0-£5	Accepted – donated to charity

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4 December 2019	Member of staff - executive team member  Julia Cavanagh	Chief financial officer	Stakeholder – previous supplier  Deloitte	Hospitality – breakfast/lunch	£5-£10	Accepted –  In keeping with role
11 December 2019	Member of staff – other	Support	Stakeholder – previous supplier  Dane and Hier Media	Thank you gift –	£0-£5	Accepted –  Perishable
16 December 2019	Member of staff – other	Support	Stakeholder – consumer groups & advice sector  Which?	Thank you gift	£0-£5	Accepted –  Perishable
18 December 2019	Member of staff – other	Support	Stakeholder – supplier  CyberDuck	Thank you gift	£5-£10 each	Accepted –  In keeping with role

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18 December 2019	Member of staff – other	Support	Stakeholder – supplier Baxterstory	Thank you gift	£5-£10 each	Accepted –  In keeping with role
19 December 2019	Member of staff - executive team member  Garry Wilkinson	Principal Ombudsman and direction of investigation	Stakeholder – Professional Network  Fluxx	Thank you gift	£15-£20	Accepted –  In keeping with role
8 January 2020	Member of staff – executive team member  Annette Lovell	director of engagement and X10 support team	Stakeholder – supplier  PA Consulting	Hospitality – breakfast/lunch	£10 per head	Accepted

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10 January 2020	Member of staff – Other	Casework	Consumer	Thank you gift	£50	Declined
15 January 2020	Member of staff – Other	Casework	Consumer	Thank you gift	£15-£20	Accepted – perishable
17 January 2020	Member of staff – Other	Support	Stakeholder- supplier  Funnelback	Thank you gift	£10-£15	Accepted
17 January 2020	Member of staff – Other	Casework	Consumer	Thank you gift	£50	Declined

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17 January 2020	Member of staff – Other	Support	Third Party Business Fitbit (via Pure Technology Group)	Marketing campaign – FitBit Ionic Watch	£220-£225	Accepted -  Company would not accept return so donated to charity.
22 January 2020	Member of staff – Other	Support	Stakeholder – regulator FCA	Hospitality – breakfast/lunch	£20-£25	Accepted – in keeping with role
22 January 2020	Member of staff – executive team member  Caroline Wayman	Chief executive and chief ombudsman	Professional Network Mentore Consulting LLP	Hospitality – breakfast/lunch	£10-£15	Accepted – in keeping with role
31 January 2020	Member of staff – Other	Support	Professional network LinkedIn	Attendance gift	£20-£25	Accepted – in keeping with role



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31 January 2020	Member of staff – Other	Casework	Consumer	Thank you gift	£30	Accepted – donated to charity
4 February 2020	Member of staff – Other	Support	Stakeholder – regulator FCA	Hospitality – breakfast/lunch	£20-£25	Accepted – in keeping with role
10 February 2020	Member of staff – Other	Casework	Consumer	Thank you gift	£20	Declined
24 February 2020	Member of staff – executive team member  Caroline Wayman	Chief executive and chief ombudsman	Stakeholder –Trade Association Association of British Insurers	Hospitality - evening reception/dinner	£45-£50	Accepted –  In keeping with role

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26 February 2020	Member of the board  Chairman  Zahida Manzoor	Chairman	Stakeholder – regulator  FCA	Hospitality – breakfast/lunch	£20-£25	Accepted  In keeping with role
2 March 2020	Member of staff – executive team member  Caroline Wayman	Chief executive and chief ombudsman	Stakeholder – other  Blackstone Law Firm	Attendance gift	£35-£40	Declined
4 March 2020	Member of staff – executive team member  Caroline Nugent	HR Director	Professional network  Talint Partners	Hospitality - evening reception/dinner	£35-£40	Accepted  In keeping with role
24 March 2020	Member of staff – executive team member  Caroline Wayman	Chief executive and chief ombudsman	Stakeholder – other  Internal Network of Financial Ombudsman Schemes	Attendance gift	£45-£50	Declined

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