

Gifts and Hospitality Register – entries between 01 October 2021 to 31 March 2022

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?
October 2021	Member of staff – Other	Support	Stakeholder – supplier Oaklin	Hospitality – refreshments	£50	Accepted – in keeping with role
October 2021	Member of staff – Other	Casework	Consumer	Thank you gift	£15	Accepted – perishable
October 2021	Member of staff – Board Baroness Zahida Manzoor	Chairman	Stakeholder – Regulator	Hospitality – Lunch	£15	Accepted – in keeping with role
October 2021	Member of staff – Other	Casework	Consumer	Thank you gift	£25	Declined

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October 2021	Member of staff – Other	Support	Stakeholder – supplier Cognizant	Hospitality – refreshments	£30	Accepted – in keeping with role
October 2021	Member of staff – Other	Support	Stakeholder – supplier Cognizant	Hospitality – refreshments	£30	Accepted – in keeping with role
October 2021	Member of staff – Other	Support	Stakeholder – supplier Cognizant	Hospitality – refreshments	£30	Accepted – in keeping with role
October 2021	Member of staff – Other	Support	Stakeholder – supplier Cognizant	Hospitality – refreshments	£30	Accepted – in keeping with role
November 2021	Member of staff – Other	Casework	Consumer	N/A	Unknown	Declined

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November 2021	Member of staff – Other	Support	Stakeholder – supplier Nutanix	Supplier gift .	£15	Accepted – in keeping with role
November 2021	Member of staff – Other	Support	Stakeholder –supplier Cyber-Duck	Hospitality – evening reception/dinner	£35	Accepted – in keeping with role
November 2021	Member of staff – Other	Support	Stakeholder - supplier Cyber-Duck	Hospitality - evening reception/dinner	£35	Accepted – in keeping with role
November 2021	Member of staff – Other	Casework	Consumer	Thank you gift	£25	Declined

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December 2021	Member of staff – Executive team member Nausicaa Delfas	Chief Executive and Chief Ombudsman	Stakeholder – supplier Q5 Partners	Supplier gift	£15	Accepted – in keeping with role
December 2021	Member of staff – Other	Casework	Consumer	Thank you gift	£20	Declined
January 2022	Member of staff – Other	Casework	Consumer	Thank you gift – Christmas card and chocolates	£5	Accepted – perishable
February 2022	Member of staff – Other	Support	Stakeholder –marketing Intsights	Marketing gift – Cup and Chocolate Bar	£20	Accepted - in keeping with role
February 2022	Member of staff – Other	Casework	Consumer	Thank you gift –	£15	Accepted – perishable

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February 2022	Member of staff – Other	Casework	Consumer	Thank you gift	£50	Declined
February 2022	Member of staff – Other	Casework	Consumer	Thank you gift	£40	Accepted
February 2022	Member of staff – Other	Casework	Consumer	Thank you gift	£10	Accepted
February 2022	Member of staff – Executive team member Nausicaa Delfas	Chief Executive and Chief Ombudsman	Stakeholder – Trade Association ABI	Hospitality – evening reception/dinner	£75.00	Accepted – in keeping with role
February 2022	Member of staff – Executive team member	Chief Executive and Chief Ombudsman	Stakeholder – Trade Association FLA	Hospitality – evening reception/dinner	£75.00	Accepted – in keeping with role

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	Nausicaa Delfas					
March 2022	Member of staff – Executive team member Nausicaa Delfas	Chief Executive and Chief Ombudsman	Stakeholder – Trade Association BSA	Hospitality – evening reception/dinner	£100.00	Accepted – in keeping with role
March 2022	Member of staff – Other	Casework	Consumer	Thank you gift	£50	Declined
March 2022	Member of staff – Other	Casework	Consumer	Thank you gift	£100	Declined