

Gifts and Hospitality Register – entries between 1 April 2022 to 31 March 2023

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 2022	Member of staff – Executive team member Nicola Wadham	Chief Information Officer	Supplier – TCS	Hospitality – evening reception/dinner	£100.00	Accepted – in keeping with role
April 2022	Member of staff – Other	Support	Supplier – Bates Wells	Hospitality – Lunch	£10	Accepted – in keeping with role
May 2022	Member of staff – Other	Support	Supplier – RSM	Hospitality – evening reception/dinner	£35.00	Accepted – in keeping with role
May 2022	Member of staff – Executive team member Julia Cavanagh	Chief Financial Officer	Supplier – RSM	Hospitality – evening reception/dinner	£35.00	Accepted – in keeping with role

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May 2022	Member of staff – Executive team member Julia Cavanagh	Chief Financial Officer	Supplier – AON Hewitt	Hospitality – Lunch	£12.00	Accepted – in keeping with role
May 2022	Member of staff – Other	Casework	Consumer	Thank you gift	£50	Declined – donated to charity
May 2022	Member of staff – Other	Casework	Consumer	Thank you gift	£5	Accepted – perishable
May 2022	Member of staff – Other	Casework	Consumer	Thank you gift	£30	Accepted – perishable

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May 2022	Member of staff – Other	Casework	Consumer	Thank you gift	£100	Declined
May 2022	Member of staff – Other	Support	Supplier – 11 King's Bench Walk	Hospitality – Lunch	£25.00	Accepted – in keeping with role
May 2022	Member of staff – Executive team member Nicola Wadham	Chief Information Officer	Supplier – Workday	Hospitality – evening reception/dinner	£50.00	Accepted – in keeping with role
May 2022	Member of staff – Executive team member Nausicaa Delfas	Chief Executive and Chief Ombudsman	Supplier – Scale Space	Hospitality – Lunch	£20.00	Accepted – in keeping with role
May 2022	Member of staff – Executive team	Chief Executive and Chief	Supplier – Women in Finance Charter Blueprint	Hospitality – refreshments	£25.00	Accepted – in keeping with role

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	member	Ombudsman				
	Nausicaa Delfas					
July 2022	Member of staff – Executive team member Nausicaa Delfas	Chief Executive and Chief Ombudsman	Local Government – The Lord Mayor of the City of London	Hospitality – evening reception/dinner	£75.00	Accepted – in keeping with role
July 2022	Member of staff – Executive team member Nausicaa Delfas	Chief Executive and Chief Ombudsman	Supplier – Q5 Partners	Hospitality - refreshments	£25.00	Accepted – in keeping with role
July 2022	Member of staff – Other	Casework	Consumer	Thank you gift	£50	Accepted – donated to Charity
August 2022	Member of staff – Other	Support	Supplier – Microsoft	Hospitality – Lunch	£8.50	Accepted – in keeping with role

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August 2022	Member of staff – Other	Support	Supplier – Microsoft	Hospitality – Lunch	£8.50	Accepted – in keeping with role
August 2022	Member of staff – Other	Support	Supplier – Microsoft	Hospitality – Lunch	£8.50	Accepted – in keeping with role
August 2022	Member of staff – Other	Support	Supplier – Microsoft	Hospitality – Lunch	£8.50	Accepted – in keeping with role
August 2022	Member of staff – Other	Support	Supplier – Microsoft	Hospitality – Lunch	£8.50	Accepted – in keeping with role
August 2022	Member of staff – Other	Support	Supplier – Microsoft	Hospitality – Lunch	£8.50	Accepted – in keeping with role

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August 2022	Member of staff – Executive team member Nausicaa Delfas	Chief Executive and Chief Ombudsman	Stakeholder – Serious ‘fraud Office	Hospitality – Lunch	£30.00	Accepted – in keeping with role
August 2022	Member of staff – Other	Casework	Consumer	Thank you gift	£20	Accepted – perishable
September 2022	Member of staff – Executive team member Nicola Wadham	Chief Information Officer	Supplier – TCS	Hospitality – Networking Event – drinks/nibbles	£30	Accepted – in keeping with role
September 2022	Member of staff – Other	Support	Stakeholder – FCA	Hospitality – Lunch	£1.40	Accepted – in keeping with role

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September 2022	Member of staff – Other	Casework	Green Eye Productions Academy	Thank you gift	£20	Declined
September 2022	Member of staff – Other	Support	Supplier – CXOSync	Online Conference	£1.00	Accepted – in keeping with role
September 2022	Member of staff – Other	Support	Supplier – Oaklin	Hospitality – evening reception	£50.00	Accepted – in keeping with role
September 2022	Member of staff – Other	Casework	Consumer	Thank you gift	£20	Accepted – perishable

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October 2022	Member of staff – Executive team member Simone Ferreira	Chief of Staff	Supplier – Oaklin	Hospitality – reception	£30.00	Accepted – in keeping with role
November 2022	Member of staff – Executive team member Abby Thomas	Chief Executive and Chief Ombudsman	Stakeholder – UK Finance	Hospitality – Dinner	£75.00	Accepted – in keeping with role
November 2022	Member of staff – Other	Support	Supplier – Forresters	Hospitality – Tea/Coffee and Lunch	£15.00	Accepted – in keeping with role
November 2022	Member of staff – Executive team member Abby Thomas	Chief Executive and Chief Ombudsman	Supplier – Forresters	Hospitality – Tea/Coffee and Lunch	£15.00	Accepted – in keeping with role

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November 2022	Member of staff – Executive team member James Dipple-Johnstone	Deputy Chief Ombudsman	Supplier – Forresters	Hospitality – Tea/Coffee and Lunch	£15.00	Accepted – in keeping with role
November 2022	Member of staff – Executive team member Karl Khan	Chief Operating Officer	Supplier – Forresters	Hospitality – Tea/Coffee and Lunch	£15.00	Accepted – in keeping with role
November 2022	Member of staff – Executive team member Becky Willis	Interim HR Director	Supplier – Forresters	Hospitality – Tea/Coffee and Lunch	£15.00	Accepted – in keeping with role
November 2022	Member of staff – Executive team member Chandra Hirani	Interim Chief Financial Officer	Supplier – Forresters	Hospitality – Tea/Coffee and Lunch	£15.00	Accepted – in keeping with role

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November 2022	Member of staff – Executive team member Simone Ferreira	Chief of Staff	Supplier – Forresters	Hospitality – Tea/Coffee and Lunch	£15.00	Accepted – in keeping with role
November 2022	Member of staff – Executive team member Nicola Wadham	Chief Information Officer	Supplier – Forresters	Hospitality – Tea/Coffee and Lunch	£15.00	Accepted – in keeping with role
November 2022	Member of staff – Executive team member Colin Douglas	Interim Executive Director of Communications	Supplier – Forresters	Hospitality – Tea/Coffee and Lunch	£15.00	Accepted – in keeping with role
November 2022	Member of staff – Executive team member Yvette Bannister	General Counsel	Supplier – Forresters	Hospitality – Tea/Coffee and Lunch	£15.00	Accepted – in keeping with role

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November 2022	Member of staff – Other	Support	Stakeholder - Britain Thinks working on behalf of UK Finance	Remuneration Payment - Survey Participation	£50.00	Accepted – donated to Charity
November 2022	Member of staff – Executive team member Abby Thomas	Chief Executive and Chief Ombudsman	Stakeholder – ABI	Hospitality – evening reception	£25.00	Accepted – in keeping with role
November 2022	Member of staff – Executive team member Abby Thomas	Chief Executive and Chief Ombudsman	Supplier – Baringa Partners	Hospitality – Tea/Coffee and Lunch	£14.99	Accepted – in keeping with role
November 2022	Member of staff – Executive team member James Dipple- Johnstone	Deputy Chief Ombudsman	Supplier – Baringa Partners	Hospitality – Tea/Coffee and Lunch	£14.99	Accepted – in keeping with role

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November 2022	Member of staff – Executive team member Karl Khan	Chief Operating Officer	Supplier – Baringa Partners	Hospitality – Tea/Coffee and Lunch	£14.99	Accepted – in keeping with role
November 2022	Member of staff – Executive team member Becky Willis	Interim HR Director	Supplier – Baringa Partners	Hospitality – Tea/Coffee and Lunch	£14.99	Accepted – in keeping with role
November 2022	Member of staff – Executive team member Chandra Hirani	Interim Chief Financial Officer	Supplier – Baringa Partners	Hospitality – Tea/Coffee and Lunch	£14.99	Accepted – in keeping with role
November 2022	Member of staff – Executive team member Simone Ferreira	Chief of Staff	Supplier – Baringa Partners	Hospitality – Tea/Coffee and Lunch	£14.99	Accepted – in keeping with role

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November 2022	Member of staff – Executive team member Nicola Wadham	Chief Information Officer	Supplier – Baringa Partners	Hospitality – Tea/Coffee and Lunch	£14.99	Accepted – in keeping with role
November 2022	Member of staff – Executive team member Colin Douglas	Interim Executive Director of Communications	Supplier – Baringa Partners	Hospitality – Tea/Coffee and Lunch	£14.99	Accepted – in keeping with role
November 2022	Member of staff – Executive team member Yvette Bannister	General Counsel	Supplier – Baringa Partners	Hospitality – Tea/Coffee and Lunch	£14.99	Accepted – in keeping with role
November 2022	Member of staff – Executive team member Jenny Simmons	Chief Finance and Risk Officer	Supplier – Baringa Partners	Hospitality – Tea/Coffee and Lunch	£14.99	Accepted – in keeping with role

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November 2022	Member of staff – Executive team member Jane Cosgrove	Chief People Officer	Supplier – Baringa Partners	Hospitality – Tea/Coffee and Lunch	£14.99	Accepted – in keeping with role
November 2022	Member of staff – Executive team member Phillipa Cook	Deputy Director of Communications	Supplier – Baringa Partners	Hospitality – Tea/Coffee and Lunch	£14.99	Accepted – in keeping with role
November 2022	Member of staff – Other	Support	Supplier – Baringa Partners	Hospitality – Tea/Coffee and Lunch	£14.99	Accepted – in keeping with role
January 2023	Member of staff – Executive team member Abby Thomas	Chief Executive and Chief Ombudsman	Stakeholder – UK Finance	Hospitality – Dinner	£50.00	Accepted – in keeping with role

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January 2023	Member of staff – Other	Casework	Stakeholder – Domestic and General	Hospitality – Lunch	£30.00	Accepted – in keeping with role
January 2023	Member of staff – Executive team member Abby Thomas	Chief Executive and Chief Ombudsman	Stakeholder – Stepchange	Hospitality – Reception	£25.00	Accepted – in keeping with role
February 2023	Member of staff – Other	Casework	Consumer	Thank you gift	£24.00	Accepted – perishable
February 2023	Member of staff – Other	Casework	Consumer	Thank you gift	£100.00	Declined – returned

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March 2023	Member of staff – Executive team member Abby Thomas	Chief Executive and Chief Ombudsman	Stakeholder – ClearScore	Hospitality – Networking Lunch	£100.00	Accepted – in keeping with role
March 2023	Member of staff – Other	Support	Stakeholder – ClearScore	Hospitality – Networking Lunch	£100.00	Accepted – in keeping with role
March 2023	Member of staff – Other	Casework	Consumer	Thank you gift	£20.00	Accepted – perishable
March 2023	Member of staff – Other	Casework	Consumer	Thank you gift	£10.00	Declined – returned

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March 2023	Member of staff – Executive team member Nicola Wadham	Chief Information Officer	Supplier – TCS	Hospitality – Drinks	£15.00	Accepted – in keeping with role
March 2023	Member of staff – Other	Support	Supplier – TCS	Hospitality – Drinks	£15.00	Accepted – in keeping with role
March 2023	Member of staff – Other	Support	Supplier – TCS	Hospitality – Drinks	£15.00	Accepted – in keeping with role
March 2023	Member of staff – Other	Support	Supplier – TCS	Hospitality – Drinks	£15.00	Accepted – in keeping with role

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March 2023	Member of staff – Other	Support	Supplier – TCS	Hospitality – Drinks	£15.00	Accepted – in keeping with role
March 2023	Member of staff – Other	Support	Supplier – TCS	Hospitality – Drinks	£15.00	Accepted – in keeping with role
March 2023	Member of staff – Other	Support	Supplier – TCS	Hospitality – Drinks	£15.00	Accepted – in keeping with role
March 2023	Member of staff – Other	Support	Supplier – TCS	Hospitality – Drinks	£15.00	Accepted – in keeping with role

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March 2023	Member of staff – Other	Support	Supplier – TCS	Hospitality – Drinks	£15.00	Accepted – in keeping with role
March 2023	Member of staff – Other	Support	Supplier – TCS	Hospitality – Drinks	£15.00	Accepted – in keeping with role
March 2023	Member of staff – Other	Support	Supplier – TCS	Hospitality – Drinks	£15.00	Accepted – in keeping with role
March 2023	Member of staff – Other	Support	Supplier – TCS	Hospitality – Drinks	£15.00	Accepted – in keeping with role

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March 2023	Member of staff – Executive team member Abby Thomas	Chief Executive and Chief Ombudsman	Stakeholder – Centre for Finance, Innovation and Technology (CFIT)	Hospitality – Dinner	£25.00	Accepted – in keeping with role
March 2023	Member of staff – Executive team member Abby Thomas	Chief Executive and Chief Ombudsman	Stakeholder – UKFinance	Hospitality – Dinner	£50.00	Accepted – in keeping with role