



Ombudsman Connect for Business: Access request form

**Prepared by the
Financial Ombudsman Service**

June 2025

Ombudsman Connect for Business: Access request form

Ombudsman Connect for Business is the Financial Ombudsman Service's portal for businesses. It will allow your business to self-serve at your convenience by offering a range of features that streamline the way you interact with us.

This form is for businesses to request access to the Ombudsman Connect for Business platform. It only needs to be completed once for a business.

Please read the [Access request form - completion guide](#) before filling out this form.

When completing this form, please ensure all relevant sections are complete. Mandatory sections and questions are marked with an asterisk (*).

If you have any issues reading or completing this form, and require accessibility support, please contact us at firmsdatabaseadmin@financial-ombudsman.org.uk.

Section A: details of the person making the request

Ombudsman Connect for Business access requests will need to be made by an authorised person in your business, such as a Financial Ombudsman Service engagement representative, a complaints manager, compliance manager or director.

If we have any questions about your request, we will contact you using the details below.

Full name*	
Email address*	
Employer name* (your business)	
Job title*	
Contact number	

Section B: details of the business entity you are requesting access for

B1. Access to one business entity

	Registered business name	FCA reference
B1		

B2. Access to multiple individual business entities which are not linked under a Financial Ombudsman billing group

If you require access to multiple business entities, please consult the [Access request form - completion guide](#) to learn about the permissions we can grant and the additional authority which may be required.

If you not employed by all the entity you are requesting access to, you will need to submit additional written authority from the authorised business.

B2	Registered business name	FCA reference	Do you work for this business?
B2a			
B2b			
B2c			
B2d			
B2e			

B3. Access to businesses already linked under a Financial Ombudsman billing group

If you require access to all entities with a Financial Ombudsman Service business billing group, please provide the Financial Ombudsman Service billing group name as it appears on your invoices, and the FCA reference of the main business within the group.

	Financial Ombudsman Service business billing group name	FCA reference
B3		

Section C: details of your appointed administrator(s)

Once we have approved your organisation's Ombudsman Connect for Business access, your appointed administrator(s) will be emailed an invitation to access Ombudsman Connect for Business on behalf of your organisation.

Please provide details of your appointed administrators below. For each administrator, this should be a named person and their individual email address. Please do not submit access requests for shared email addresses.

Your appointed administrator(s) will be responsible for onboarding and managing the access of the caseworkers and supervisors for your organisation. Please don't send us a list of your caseworkers and supervisors who require access.

A minimum of one administrator is required. If more than three administrators require access, please provide their full names and email addresses in the 'additional comments' section below.

Administrator: user 1*

Full name*	
Email address*	
Comments	

Administrator: user 2

Full name	
Email address	
Comments	

Administrator: user 3

Full name	
Email address	
Comments	

Section D: technical information

Please ensure you have read Section D of the [Access request form - completion guide](#), before completing this section. The completion guide details additional technical steps you may have to take to access Ombudsman Connect for Business.

D1* Your email domains

To prevent invitations being sent to people outside your organisation who should not have access to Ombudsman Connect for Business, we need to know the email domains of all your expected users. For example, @domain1.com and @domain2.co.uk.

Please confirm the email domain(s) for which your business requires permission in the box below.

Please provide your email domain(s) below

D2* Your identity provider (IdP)

We need to know the identity provider (IdP) you use to authenticate your users.

If you use multiple IdPs, please state the primary IdP you use to authenticate your users.

Please tell us your IdP below

--

D3* Please confirm your chosen method of authenticating to Ombudsman Connect for Business

Authentication method	Select one
OpenID Connect (OIDC) federation If selected, please complete section D4 only and proceed to section E.	
Security Assertion Markup Language (SAML) federation If selected, please complete section D5 only and proceed to section E.	
No federation – users will require multi-factor authentication (MFA) If selected, go straight to section E.	

If you have selected OIDC federation or SAML federation, please complete the relevant section for your chosen connection method. (That is, D4 for OIDC, D5 for SAML.)

D4. OIDC federation

This section should only be completed if your chosen authentication method is OIDC.

You will need to carry out the technical OIDC federation steps detailed in the [Access request form - completion guide](#) and provide the required technical information.

Please confirm you have:	Once configured, please state 'yes'
Configured OIDC federation to Ombudsman Connect for Business	

Please provide the following details:	
Your domain name	
Your applicant/client ID	
Your client secret	
OpenID configuration endpoint	

D5. SAML federation

This section should only be completed if your chosen authentication method is SAML.

You will need to carry out the technical SAML federation steps detailed in the [Access request form - completion guide](#) and provide the required technical information.

Please confirm you have:		Once configured, please state 'yes'
Configured SAML federation to Ombudsman Connect for Business		
Please provide the following details:		
Your domain name		
Your SAML federation metadata URL		

Section E: additional comments

Please provide any additional comments below

Section F: declaration

Please state 'yes' in the boxes below to confirm you have taken the actions in the table below.

Declaration	To confirm, please state 'yes'
I have read the Access request form - completion guide	
I have completed all required sections of this form	
I have attached the required authority for access to additional firms (if applicable)	

Date	
Signature	
Name	

Next steps

Please send your completed access request form, along with additional valid authorisation, to firmsdatabaseadmin@financial-ombudsman.org.uk.

If you have any questions whilst completing this form, please see the [Access request form - completion guide](#) for further guidance.