

Minutes – Trade Body Industry Steering Group

Thurs 2 October 2025, Meeting held via Microsoft Teams

Financial Ombudsman Service attendees	Industry attendees
<p>Rachel Lam, Managing Ombudsman Director</p> <p>Viv Kelly, Ombudsman Director</p> <p>Owen Brace, Director of Communications</p> <p>Mark Dungworth, Stakeholder and Regulatory Liaison Lead (taking the minutes)</p>	<p>Association of British Credit Unions (ABCUL) – Natalie McQuade</p> <p>Association of British Insurers (ABI) – Charlotte Wightwick</p> <p>Association of Financial Mutuals (AFM) – Stephanie Blenko</p> <p>Association of Mortgage Intermediaries (AMI) – Stacy Penn</p> <p>Building Societies Association (BSA) – Elaine Morton</p> <p>Consumer Credit Trade Association (CCTA) – Jason Wassell</p> <p>Credit Services Association (CSA) – Chris Leslie</p> <p>Finance and Leasing Association (FLA) – Adrian Dally</p> <p>UK Finance – Eric Leenders</p> <p>Financial Conduct Authority – Elliot Lang [joined for the discussion on redress reform]</p>

Item	Agenda
1	Welcome and introductions
2	Updates from the Financial Ombudsman Service
3	Professional representatives and complaint trends
4	Redress reform
5	Business case files – timeliness
5	Closing remarks and any other business

1. Welcome and introductions

1.1 The Financial Ombudsman Service opened the meeting with introductions from all those present and set out the agenda for the session.

2. Updates from the Financial Ombudsman Service

2.1 The Financial Ombudsman Service set out the latest position on motor finance commission cases following legal developments and ahead of the FCA's announcements on a redress scheme. The group discussed the need for engagement between FCA, the Financial Ombudsman Service and industry on next steps.

3. Professional representatives and complaint trends

3.1 The Financial Ombudsman Service set out that volumes of complaints from professional representatives had fallen significantly, and that the Service was also seeing fewer complaints withdrawn or abandoned. It noted a small rise in unrepresented complaints and asked the Group what trends they were seeing.

3.2 Some group members said that their members were not seeing representatives bringing any significant volumes, while others noted that some representatives were still sending high volumes of complaints in some areas even though they may not subsequently send those complaints to the Service. Other issues raised included overdrafts, advanced push payment fraud, and insurance following the recent Which? super-complaint.

4. Redress reform

4.1 The Financial Ombudsman Service gave an overview of the current proposals for reform and asked for the group's views, including on the proposals for differentiated case fees.

4.2 The group was generally supportive of the reforms and positive about the proposals. Some members argued that reforms should go further around issues like appeals, referral mechanisms and the 'fair and reasonable' test. There was a discussion on the importance of the Service's independence, which was strongly supported by some of the Group.

5. Business case files: timeliness

5.1 The Financial Ombudsman Service explained that the Service was seeing inconsistent performance from firms in meeting targets for sending through initial case files. It was agreed that attendees would take the data presented away to share with their members and provide feedback.

6. Closing remarks and any other business

6.1 The Financial Ombudsman Service asked for further views on future meetings of the group. It thanked attendees for their time and contributions and closed the meeting.