

## Minutes – Banking Industry Steering Group

02 June 2025, meeting held in-person at Exchange Tower

<b>Financial Ombudsman Service attendees</b>	<b>Industry attendees</b>
Rachel Lam, <b>Ombudsman Managing Director (meeting chair)</b> Sam Russell, <b>Director of Customer Service</b> Pat Hurley, <b>Ombudsman Director</b> James Mycroft, <b>Ombudsman Director</b> Mark Dungworth, <b>Stakeholder and Regulatory Liaison Lead</b>	Clare Edwards, <b>Barclays</b> Lisa Walker, <b>Capital One</b> James Hewitson, <b>HSBC</b> Chris Trill, <b>Lloyds</b> Sally Moran, <b>Monzo</b> Karlene White, <b>Nationwide</b> Andrew Harrison, <b>NatWest</b> Enrique Alvarez Labiano, <b>Santander</b>
<b>Apologies</b>	Chris Fisher, <b>Metro Bank</b>

<b>Item</b>	<b>Agenda</b>
1.	<b>Welcome and introductions</b>
2.	<b>Key updates from the Financial Ombudsman Service</b>
3.	<b>Fraud and scams</b>
4.	<b>Redress reform</b>
6.	<b>Closing Remarks and AOB</b>

### 1. Welcome

1.1 The Financial Ombudsman Service welcomed the attendees to the meeting.

### 2. Key updates from the Financial Ombudsman Service

2.1 The Financial Ombudsman Service recapped recent organisational changes, including changes to our senior structure, the reorganisation of our directorates and the ongoing recruitment of a new Chair.

2.2 The Financial Ombudsman Service gave an update on performance over the last year, recognising the increase in demand for the service and uncertainty around future case

numbers involving motor finance and professional representatives.

- 2.3 The Financial Ombudsman Service gave an overview of the range of work being carried out to improve efficiency and outcomes. This included the development of online portals for consumers and businesses. An update was also given on the impact of charging for professional representatives on case volumes.

### **3. Fraud and scams**

- 3.1 The Financial Ombudsman Service gave an overview of fraud and scams casework over the past year, noting significant incoming volume driven by professional representatives, the work the service is doing to address delays in cases waiting for a final decision and recent improvements in the way cases are being handled by firms.
- 3.2 The group discussed changes in complaint type and volume brought by professional representatives.

### **4. Redress reform**

- 4.1 The Financial Ombudsman Service outlined the response received to the Call for Input, thanking attendees for their feedback and explaining the next steps.
- 4.2 The group acknowledged the openness around the topic of redress reform and that it would be important for firms to stay in touch with the service over the transition to any new processes.

### **5. Closing remarks**

- 5.1 The Chair closed the session, thanked the attendees, and outlined next steps for follow-up and future engagement.