

Minutes – Trade Body Industry Steering Group

1 May 2025, Meeting held via Microsoft Teams

Financial Ombudsman Service attendees	Industry attendees
James Dipple-Johnstone, Interim Chief Ombudsman Owen Brace, Director of Communications Mark Dungworth, Stakeholder and Regulatory Liaison Lead (taking the minutes)	Charlotte Wightwick, David Otudeko, Association of British Insurers (ABI) Andrew Whyte, Association of Financial Mutuals (AFM) Robert Sinclair, Association of Mortgage Intermediaries (AMI) Elaine Morton, Building Societies Association (BSA) David Sparkes, British Insurance Broker Association (BIBA) Jason Wassell, Consumer Credit Trade Association (CCTA) Chris Leslie, Credit Services Association (CSA) Stephen Haddrill, Finance and Leasing Association (FLA) Eric Leenders, UK Finance

Item	Agenda
1	Welcome and introductions
2	Corporate updates from the Financial Ombudsman Service
3	Charging professional representatives
4	Redress reform
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. Corporate updates from the Financial Ombudsman Service

2.1 The Financial Ombudsman Service described the new senior structure of the Service, including the new Interim Chief Ombudsman, Interim Chief Executive Officer, and other

changes, noting that while this is a time of significant change for the Service, colleagues across the organisation remain focused on delivering its remit.

2.2 The group asked about industry experience on the Service's Board. The Financial Ombudsman Service explained that there is a mix of experience across consumer issues, industry and technology.

2.3 The Financial Ombudsman Service gave an update on its performance. The Service had resolved 18% more cases in 2024-25 than the previous year, while maintaining quality scores and keeping cost per case below target. Higher demand had affected performance against timeliness targets, mainly driven by motor finance commission cases, professional representatives, and fraud and scams.

2.4. The Financial Ombudsman Service outlined the Plan and Budget, and forthcoming Annual Report and Accounts, including plans to resolve 20% more cases in 2025-26. It said that the Service was focusing on keeping cost per case, and case fees, down, including through changes to casework processes and more use of technology.

2.6 The group discussed uphold rates for cases brought to the Service. The Financial Ombudsman Service said uphold rates across complaints generally were stable, but for some products there had been a high number of poor complaints from some professional representatives.

3. Charging professional representatives

3.1 The Financial Ombudsman Service gave an update on the implementation and impact of charging for professional representatives to bring cases to the Service. It noted that representatives had not brought high volumes of new cases to the Service in the run-up to implementation. Transitional arrangements and other work had meant that more than 100,000 potential cases had not come to the Service or incurred unnecessary charges.

3.2 The group discussed the future landscape for complaints, and when the level of charges for representatives would be reviewed. The Financial Ombudsman Service said that evidence of poor behaviour by representatives should be shared with the Service and the representatives' regulators, the FCA and SRA, noting that the Service had referred some representatives to the regulators and was in ongoing dialogue with them. It said that the level of charging for representatives would be kept under review.

4. Redress reform

4.1 The Financial Ombudsman Service talked through the Call for Input and the Government review of the redress system. The group discussed their responses to the Call for Input and Government review. Attendees welcomed the open conversation that the Financial Ombudsman was having about these reviews, and said that predictability and alignment were key for their members.

5. Closing remarks and any other business

5.1 The group gave some views on how future meetings should be arranged, which the Financial Ombudsman Service welcomed. The Service thanked the group for joining the call and closed the meeting.