

Gifts and Hospitality Register: entries between 1 April 2025 to 31 March 2026

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 2025	Member of staff Executive James Dipple-Johnstone	Interim Chief Ombudsman	Fair4All Finance	Hospitality – drinks reception	£10.00	Accepted – in keeping with role
April 2025	Member of staff Other	Casework	Consumer	Thank you gift – Small box of chocolates and prosecco	£25.00	Accepted – perishable
May 2025	Member of staff Other	Casework	Consumer	Thank you gift – Gift card	£30.00	Accepted
July 2025	Member of staff Other	Casework	Consumer	Thank you gift – flowers	£20.00	Accepted – perishable

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August 2025	Member of staff Other	Casework	Consumer	Thank you gift – flowers and chocolates	£20.00	Declined
September 2025	Member of staff Other	Support	Berkley Partnership	Hospitality – drinks reception	£50.00	Accepted – in keeping with role
September 2025	Member of staff Other	Support	39 Essex Chambers London	Hospitality – after training drinks for attendees	£75.00	Accepted – in keeping with role
September 2025	Member of staff Other	Support	Consumer	Thank you gift – voucher	£100.00	Declined
September 2025	Member of staff Executive Sam Russell	Director of Customer Service	Kerv	Prize draw winner Samsung tablet	£150.00	Accepted – gifted to charity partner

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October 2025	Member of staff Executive James Dipple-Johnstone	Interim Chief Ombudsman	City Regulators – Mansion House	Hospitality – City Regulators Dinner	£75.00	Accepted – in keeping with role
October 2025	Member of staff Other	Casework	Consumer	Thank you gift – chocolates	£8.00	Accepted – perishable
October 2025	Member of staff Other	Support	Octopai	Hospitality – networking dinner	£60.00	Accepted – in keeping with role
November 2025	Member of staff Executive James Dipple-Johnstone	Interim Chief Ombudsman	The ABI	Hospitality – ABI roundtable breakfast	£25.00	Accepted – in keeping with role

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November 2025	Member of staff Other	Support	Workday	Hospitality – networking dinner	£50.00	Accepted – in keeping with role
November 2025	Member of staff Other	Support	Broadgate Consultants	Hospitality – annual client drinks	£30.00	Accepted – in keeping with role
November 2025	Member of staff Board Liam Coleman	Interim Chair	UK Finance	Hospitality – annual dinner	£75.00	Accepted – in keeping with role
November 2025	Member of staff Other	Support	Workday	Gifts – cupcakes, pens, pads provided for team event	£100	Accepted – in keeping with role

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December 2025	Member of staff Executive James Dipple-Johnstone	Interim Chief Ombudsman	Ministry of Justice at the Republic of Korea	Gifts – keyring and phone stand	£15.00	Accepted – in keeping with role
December 2025	Member of staff Other	Support	39 Essex Chambers	Hospitality – drinks reception	£50.00	Accepted – in keeping with role
January 2026	Member of staff Other	Casework	Consumer	Thank you gift – biscuits and card	£9.00	Accepted – perishable
January 2026	Member of staff Executive James – Dipple Johnstone	Interim Chief Ombudsman	Turmeric	Gift – eye mask	£5.00	Accepted – in keeping with role

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January 2026	Member of staff Executive Jenny Simonds	Interim Chief Executive	Turmeric	Gift – eye mask	£5.00	Accepted – in keeping with role
January 2026	Member of staff Other	Casework	Consumer	Thank you gift – voucher	£50.00	Declined
January 2026	Member of staff Other	Support	Workday	Hospitality – working lunch and dinner	£125.00	Declined
February 2026	Member of staff Executive Jane Cosgrove	Support	Investgo	Hospitality –Lunch	£15.00	Accepted – in keeping with role

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February 2026	Member of staff Other	Support	Investgo	Hospitality – Lunch	£15.00	Accepted – in keeping with role
February 2026	Member of Staff Board Liam Coleman	Interim Chair	Inzito	Hospitality – Board level lunch	£50.00	Accepted – in keeping with role
March 2026	Member of Staff Other	Casework	Consumer	Thank you gift – wine giftbox	£43.00	Accepted – in keeping with role (shared between staff)
March 2026	Member of Staff Board Liam Coleman	Interim Chair	FCA	Hospitality – retirement Board member reception	£30.00	Accepted – in keeping with role