

# The Financial Ombudsman Service

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Ombudsman Leader



Financial  
**Ombudsman**  
Service

# quick guide to the ombudsman

- ❑ statutory powers under FSMA
- ❑ fair and reasonable
- ❑ independent and impartial
- ❑ have an inquisitorial role
- ❑ are informal and free to consumers
- ❑ ombudsman's decision is final and binding with awards up to £150,000



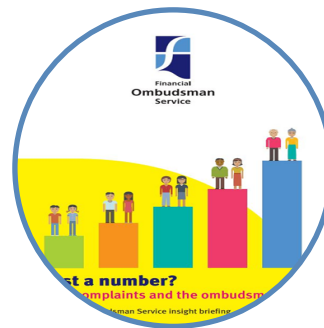
# it goes beyond just 'making a decision'



it's about  
**making** fair  
decisions  
that also  
**feel** fair



we listen;  
both to  
consumers  
and  
businesses



we share  
what we  
know



we ensure  
how we  
work is  
helpful and  
transparent



# what we've seen....

## 2015/16:

- ❑ 1,631, 955 enquiries and 340, 899 new cases
- ❑ 188, 712 (56%) PPI cases
- ❑ 14,576 (4%) investment & pension cases



## 2016/17:

- ❑ set to resolve 406, 000 cases
- ❑ 270,000 (67%) PPI cases
- ❑ 15,000 (4%) investment & pensions cases



# investment & pensions products

New Cases	
2014/15	2015/16
pensions (4,290)	pensions (4,495) ↑
mortgage endowments (2,573)	mortgage endowments (1,938) ↓
whole of life & saving endowments (2,107)	whole of life & saving endowments (1,932) ↓
other investment-linked products (3,128)	other investment-linked products (3,182) ↑
stock broking & portfolio management (2,043)	stock broking & portfolio management (2,112) ↓

# investment & pension trends

Uphold rates		
Product	2014/15	2015/16
pensions	31%	32%
mortgage endowments	25%	22%
whole of life & saving endowments	22%	21%
stock broking & portfolio management	45%	42%
other investment linked products	52%	50%

# regulation and our service



regulation



our decision making  
process



the future

## help and support – technical advice desk

- informal help for businesses on:
  - which complaints we can consider
  - how we deal with complaints
  - our likely approach
  - signpost resources that might assist



**020 7964 1400 (9am - 5pm, Mon to Fri)**

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any questions?

