

meeting of the industry steering group
(banking)

3 November 2014
present



from the banking sector:

- Antonio Simoes, head of UK Banking, HSBC
- Chris Newkirk, UK managing director, Capital One plc
- Ashok Vaswani, CEO of UK retail and business banking, Barclays Bank
- Alison Robb, group director, HR, customer experience and corporate affairs, Nationwide Building Society

from the Financial Ombudsman Service:

- Nick Montagu, chairman
- Caroline Wayman, chief ombudsman and chief executive
- Richard Thompson, principal ombudsman

apologies:

- Steve Pateman, head of UK banking, Santander
- Alison Brittain, group retail director, Lloyds Banking Group
- Les Matheson, CEO Retail Banking, Royal Bank of Scotland Group

welcome and introductions

The chairman welcomed the group and thanked the members for attending.

complaints handling and the year ahead

The ombudsman service is preparing for its plan and budget. The chief ombudsman and chief executive reflected on some of the key points from last year's plan and budget and on current complaint volumes.

The group was told that the ombudsman continues to see small falls in complaint volumes in non-PPI areas and that Packaged Bank Account complaint volumes continue to increase, with a high proportion of these coming from claims management companies.

The group also heard that new PPI complaints have levelled off, although volumes remain significant and there are considerable uncertainties ahead. All of this suggested a range of plausible scenarios with anything between 80,000 and 200,000 new PPI complaints during 2015/2016, although the ombudsman's current central forecast was 120,000. The ombudsman is also preparing for the next phase in PPI, which will see more complex and hard-to-resolve issues come to the fore. The chief ombudsman explained that the service is working to develop its existing workforce to deal with these issues.

The group agreed there was considerable uncertainty in forecasting future volumes but that the ombudsman's projection for future PPI complaints was reasonable. The group also noted that the proportion of complaints relating to older sales with limited information was increasing and suggested that further discussions would be useful.

service development

The principal ombudsman talked to the group about some of the work underway to develop the service to reflect changes in how consumers interact with financial services – making resolution of disputes speedier, simpler and more straightforward. The group welcomed this and agreed that, where appropriate, more complaints should be resolved according to these principles. It was agreed that the ombudsman service would continue to work with firms to speed up the way cases are dealt with, removing unhelpful process barriers on all sides and improving the time it takes to resolve complaints.

next meeting

The next meeting will be held in six months.