

Enever, Debbie

From: Enever, Debbie
Sent: 01 March 2012 12:28
To: 'Sarah Brooks'
Cc: 'con.res@consumerfocus.org.uk'
Subject: FW: Letter responding to CF workplan for 2012-13

Dear Sarah,

Thank you for the opportunity to comment on your work priorities for 2012/13.

The Financial Ombudsman Service recognises that uncertainty about the future landscape of consumer representation creates some challenges for planning purposes and so we are pleased that Consumer Focus is proposing to continue its work representing the interests of financial services consumers. We consider it is particularly important that, during a time of significant regulatory reform, the debate is informed by strong voices on behalf of both consumers and businesses. We believe that Consumer Focus has an useful contribution to make in this respect for two reasons; firstly because it can apply its experience of the other regulated industries to its work in financial services and secondly because its statutory role enables it to consider the interests of all consumers, and not just those of particular interest groups.

We look forward to working with you over the coming year.

Best wishes,

Debbie

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