

Gifts and Hospitality Register – entries between 1 April 2023 – 31 March 2024

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?
June 2023	Member of staff – Executive James Dipple-Johnstone	Deputy Chief Ombudsman	Supplier - UK Finance	Conference, Hospitality Dinner and Speech	£325.00	Accepted – in keeping with role
July 2023	Member of staff – Executive James Dipple-Johnstone	Deputy Chief Ombudsman	Supplier -Personal Finance Members reception	Hospitality Dinner	£75.00	Declined
June 2023	Member of staff – Other	Casework	Consumer	Thank you gift – Perfume	£30.00	Declined
June 2023	Member of staff – Executive Jane Cosgrove	Chief People Officer	Supplier -Strategic Dimensions	Hospitality - Dinner	£125.00	Accepted – in keeping with role

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June 2023	Member of staff – Executive Abby Thomas	Chief Executive and Chief Ombudsman	Supplier - SaxBam	Hospitality – Lunch	£35.00	Accepted – in keeping with role
June 2023	Member of staff – Other	Casework	Consumer	Thank you gift – Food Hamper	£25	Accepted-perishable
June 2023	Member of staff – Executive Nicola Wadham	Chief Information Officer	Supplier - TCS	Hospitality - Dinner	£40	Accepted – in keeping with role
June 2023	Member of staff – Other	Casework	Consumer	Thank you gift –Flowers	£30	Accepted – perishable
June 2023	Member of staff – Other	Casework	Member of staff	Thank you gift - Voucher	£20	Declined

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June 2023	Member of staff – Other	Casework	Consumer	Thank you gift – Drinks hamper	£49.99	Accepted – donated to charity
July 2023	Member of staff – Other	Casework	Consumer	Hospitality – Dinner	£150.00	Declined
August 2023	Member of staff – Other	Casework	Consumer	Thank you gift – Card and key ring	£5.00	Accepted – in keeping with role
August 2023	Member of staff – Other	Casework	Consumer	Thank you gift – Charity donation	£25.00	Accepted- donated to charity
September 2023	Member of staff – Executive Abby Thomas	Chief Executive and Chief Ombudsman	Supplier - Oaklin	Hospitality – Launch and reception	£10.00	Accepted – in keeping with role

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September 2023	Member of staff – Executive Abby Thomas	Chief Executive and Chief Ombudsman	Supplier - Social Market Foundation	Hospitality -Dinner	£75.00	Accepted – in keeping with role
October 2023	Member of staff – Executive Yvette Bannister Member of staff – Other	General Counsel Support	Supplier - FSCS	Hospitality -Lunch	£50.00	Accepted – in keeping with role
October 2023	Member of staff- Executive Abby Thomas	Chief Executive and Chief Ombudsman	Supplier - Dispute Resolution Ombudsman	Hospitality – Lunch	£25.00	Accepted – in keeping with my role
November 2023	Member of staff – Other	Support	Supplier - Broadgate Consultants Limited	Hospitality – Drinks reception	£20.00	Accepted- in keeping with role

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November 2023	Member of staff – Other	Casework	Consumer	Thank you gift – Flowers	£20.00	Declined
November 2023	Member of staff- Other	Support	Supplier - MBM Commercial	Hospitality – Lunch	£85.00	Accepted – in keeping with role
December 2023	Member of staff- Other	Support	Supplier - Peritus Cloud Security	Hospitality – Lunch and speaker	£200	Declined
December 2023	Member of staff – Executive Yvette Bannister	Support	Supplier - Penningtons Manches Cooper	Thank you gift – Hamper	£175.00	Accepted – donated to charity

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January 2024	Member of staff – Other	Casework	Consumer	Thank you gift – voucher	£25.00	Accepted- in keeping with role
January 2024	Member of staff – Other	Casework	Consumer	Thank you gift – voucher	£25.00	Accepted- in keeping with role
January 2024	Member of staff – Other	Support	Consumer	Thank you gift – Gift gesture	£20	Declined
February 2024	Member of staff – Other	Casework	Consumer	Thank you gift – Brut and Cognac	£80.00	Accepted – donated to charity

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February 2024	Member of staff – Other	Casework	Consumer	Hospitality – Lunch	£100	Declined
February 2024	Member of staff – Executive Jane Cosgrove	Chief People Officer	Supplier - Workday	Hospitality – Breakfast	£20	Accepted – in keeping with role
March 2024	Member of staff – Executive Abby Thomas	Chief Executive and Chef Ombudsman	Supplier - Business Ombudsman of Uzbekistan	Gift – Souvenir wooden plates x 2	£40	Accepted -?
March 2024	Member of staff – Executive Abby Thomas	Chief Executive and Chef Ombudsman	Supplier - BIE	Hospitality – Networking event	£40	Accepted- in keeping with role

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March 2024	Member of staff – Executive Abby Thomas	Chief Executive and Chef Ombudsman	Supplier - SaxBam	Hospitality – Breakfast	£40	Accepted- in keeping with role
March 2024	Member of staff – Other	Casework	Consumer	Thank you gift – voucher	£30	Accepted
March 2024	Member of staff – Other	Casework	Consumer	Box of celebrations	£5	Accepted- perishable
March 2024	Member of staff – Other	Casework	Consumer	Thank you gift – card, chocolates, mini prosecco	£20	Accepted – perishable