

free seminar introducing the ombudsman booking form

target audience and availability

Our series of nationwide half-day seminars are aimed at businesses that are covered by the ombudsman service but don't usually have much direct contact with us.

There is no charge to attend and we can accommodate up to 100 people at each event. We allocate places as fairly as possible across the range of financial businesses who may want to send delegates. So please book as early as possible.

seminar objectives and content

Our half-day seminar includes an overview of the ombudsman service, explaining how we work and how we make decisions on complaints.

We also look at the types of cases we receive from smaller businesses and how we can help businesses who need guidance and information.

And at the end of the seminar you will have the opportunity to put your questions to the ombudsman.

schedule

registration from 9.30am (for a 10am start)

- The Financial Ombudsman Service:
 - how it works
 - how it decides cases; *and*
 - support services available
- Q & A session
- close 1pm



free seminar
introducing the ombudsman
booking form

date and location of event you
would like to attend

your name

your profession/job title

your organisation

nature of business (eg IFA)

email

phone

address

please give details of any
accessibility needs



please return this completed form to:

Melanie Pearce
External Liaison Team
Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London E14 9SR

email: liaison.team@financial-ombudsman.org.uk
or fax: 020 7964 1401

for further information, please contact our external liaison team (phone 020 7964 1400)