

# Understanding and dealing with The Financial Ombudsman Service



## Part I – Understanding FOS

8 June 2021



If your role involves working with The Financial Ombudsman Service, you might find yourself perplexed by some of the vagaries of the system that you're trying to work with. It can lead to confusion and frustration with the process, especially when trying to learn lessons from The Financial Ombudsman Service, as firms are required to do under the Dispute Resolution (DISP) rules.

- Define contemporary issues firms experience with the FOS, including inconsistent uphold rates, views, data and evidence problems.
- Understand the FOS' legal basis and how it interacts with the regulator.
- Explore how the FOS interprets and applies the 'fair and reasonable' test to cases across the financial services industry.
- Understand how the FOS uses and interprets evidence including how the FOS communicates what it sees as the issues facing the industry. We'll use this information to focus our attention on what's coming up in 2021 and beyond.
- Focus on the mechanics of the FOS, including how it's funded and how it works with the media

This very practical half day online course will help you understand how you can work more effectively within the FOS process. Your increased awareness and understanding means you'll save time and effort in trying to establish how or why things are being carried out the way they are by the FOS. This knowledge will, in turn, will increase your understanding of how your procedures fit in with the FOS' processes.

### Course Fees:

Members Price: £199 + VAT

Non-Member Price : £299 + VAT

To book online click the link below

[FOS Part I](#)

Please note: all FLA events are subject to the application of competition law. Details will be available on the day.

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### Programme (10.00 - 13.30)

#### Prior to the session

'Prep' document      A two-page document including:

- DISP – the basics for how this works as a framework for the process as a whole
- The challenges with the FOS
- A 'toe dip' on what we'll be seeing in 2021
- Some pre-work to get delegates thinking

#### Session

##### Introduction

- Objective of training
- What you'd like to know by the end of the day

##### Issues with the FOS

- Group discussion around what the issues are that businesses are experiencing and working with those issues

##### Legal basis of the FOS

- Exploring the rules and regulations that sit behind the FOS
- Key bits that businesses need to be aware of

##### Funding of the FOS

- What the structure looks like at the time of training (it's due to change in 2021, so the training will reflect any updates that have taken place, depending on Covid and other bigger picture issues that might impact)

##### FOS interactions with the FCA

- Group discussions regarding what businesses would like to know about the relationship
- Latest examples of interactions when it comes to Covid and other recent issues.

##### FOS stances

- The concepts of 'fair and reasonable'
- How these apply and general principles to be aware of when considering their own complaints
- Review of what the current issues are and looking ahead to 2021, including what are likely to be hot topics for the industry

##### Interpreting data

- Discussion about issues around the way FOS has looked at evidence in their complaints
- Focus on a 'hierarchy of evidence'

##### FOS and the media

- Discussion around how the FOS works with the media

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