

working together



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the financial ombudsman service and you - a special invitation to building societies

in association with



COUNCIL of MORTGAGE
LENDERS



Our latest series of seminars – specifically for building societies - gives you the opportunity to meet and question senior staff of the ombudsman service, and to learn more about how the service operates.

Two of the seminars, in Skipton on 3 September and in London on 9 October, cover our service generally – including how you can present your case effectively to the ombudsman service, and how we assess and calculate distress and inconvenience awards.

The third seminar, in London on 26 September, focuses specifically on pre-A Day mortgage endowment complaints.

You'll find details of the seminars below. Places are limited – so please book as soon as you can. Just complete the attached form and send it, together with a cheque for £35.25 inclusive of VAT per delegate, per seminar made payable to Financial Ombudsman Service to the address on the form.

If you have any queries, contact Nikesh Shah on 020 7964 0556 or email nikesh.shah@financial-ombudsman.org.uk.

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3 September 2003 – Skipton 9.30am to 3.30pm

topics include:

- how the ombudsman service handles complaints
- maximising effectiveness in presenting a case to the ombudsman service
- how the ombudsman assesses and calculates awards for distress and inconvenience
- question and answer session – your chance to question the ombudsman service

speakers

Walter Merricks Chief Ombudsman, and ombudsmen Jane Hingston and Roger Yeomans

welcome from

John Goodfellow, Chief Executive of Skipton Building Society and Chairman of the Building Societies Association

venue

Skipton Building Society, The Bailey, Skipton, North Yorkshire BD23 1DN

(We acknowledge the kind support provided for this event by Skipton Building Society)

9 October 2003 – London

9.30am to 3.30pm

topics include:

- how the ombudsman service handles complaints
- maximising effectiveness in presenting a case to the ombudsman service
- how the ombudsman assesses and calculates awards for distress and inconvenience
- question and answer session – your chance to question the ombudsman service

speakers

Ombudsmen Jane Hingston and Roger Yeomans

closing remarks from

Sue Slipman, Chair of the Financial Ombudsman Service

venue

Building Societies Association, 3 Savile Row, London W1S 3PB

26 September 2003 – London (this event is not exclusively for building societies)

2.00pm - 4.30pm

The ombudsman's approach to dealing with pre-A day mortgage endowment complaints,

speakers

to be confirmed

venue

BSA/CML, 3 Savile Row, London W1S 3PB

Please complete and return the booking form with your cheque ►

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I would like to register for the seminar(s) below (please tick)

- 3 September 2003 – Skipton** No of delegates _____
9 October 2003 – London No of delegates _____
26 September 2003 – London No of delegates _____

I enclose a cheque, made payable to Financial Ombudsman Service, for

£

£35.25 inclusive of VAT per delegate per seminar (please note this fee is not refundable)

■ delegate's name

■ organisation

■ phone

■ email

■ address

■ please detail any special
dietary requirements

Places are limited and will be allocated on a first come, first served basis.

Please send this completed booking form with your cheque to:

Nikesh Shah
External Liaison
Communications Team
Financial Ombudsman Service
183 Marsh Wall, London E14 9SR

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