



Treasury Committee

House of Commons, Committee Office, London SW1A 0AA

Tel 020 7219 5769 Email treascom@parliament.uk Website www.parliament.uk/treascom

Abby Thomas
Chief Executive and Chief Ombudsman
Financial Ombudsman Service
Via email

12 September 2023

Dear Ms Thomas,

Complaints data – de-banking

We would be grateful if you could provide us with information on complaints the Financial Ombudsman Service has received related to banking and payments, and specifically so-called “de-banking”. Please could the Committee have the following information: :

- the number of complaints relating to de-banking in both personal bank accounts and business bank accounts in the five financial years from 2018/19 to 2022/23 and in the months since the end of the financial year, including the proportion of complaints which have been upheld by the Financial Ombudsman Service; and
- any notable trends the Financial Ombudsman Service has seen in complaints relating to de-banking and in broader terms in the data related to banking and payments.

We would be grateful for a response by 6 October 2023. In line with our usual practice, we would expect to publish this letter and your response.

Yours sincerely,

Harriett Baldwin MP
Chair of the Treasury Committee