



## Treasury Committee

**Baroness Manzoor**  
**Chair**  
**Financial Ombudsman Service**

Tuesday 11 February 2025

### **Subject: Operation of the Financial Ombudsman Service (FOS)**

Dear Baroness Manzoor

Thank you for your evidence today, and for agreeing to write to the Committee.

House of Commons Standing Order No. 152 states that the Treasury Select Committee is appointed to examine the “expenditure, administration and policy” of HM Treasury and its associated public bodies. The FOS is such a public body. The Standing Order empowers the Committee to “send for persons, papers and records”.

Despite extensive questioning today, the circumstances surrounding Ms Thomas' sudden departure from the Financial Ombudsman Service did not appear to be fully shared with the Committee, preventing Committee Members from forming a full understanding of the process and circumstances which led to Ms Thomas's exit and what that event might mean for the administration and operation of the FOS.

Given the clear role our Committee has in examining what happened in relation to the departure of Ms Thomas, the Committee would welcome answers to the following questions:

- 1) Has any severance or other payment been agreed to be paid to Ms Thomas, and if so, what is the amount of that payment? If such a payment has been agreed, who in the FOS agreed to that payment? If such a payment was agreed, how much was paid for loss of office; for redundancy; and for payment in lieu of notice or gardening leave?
- 2) Can you confirm that there is no bar on Ms Thomas providing her view on her departure to this Committee? (I note that parliamentary privilege would override any such agreement in a proceeding in Parliament.)
- 3) When was the Board told that Ms Thomas was departing?
- 4) Has the Board, or any member of the Board, expressed any concern about the work of Ms Thomas?
- 5) Has the Board, at any point, raised concern about the operation of the executive team of the FOS?



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6) Has any recent policy or administrative decision caused disquiet within the Board of the FOS?

You should note that I have also written to the FCA on this matter.

I would welcome the answer to these questions by the close of business on Tuesday 18 February 2025.

Yours sincerely

A handwritten signature in black ink that reads "Meg Hillier".

Dame Meg Hillier  
Chair of the Treasury Committee