



An tOmbudsman Seirbhísi
Airgeadais agus Pinsean
Financial Services and
Pensions Ombudsman

Freedom Of Information Requests

Q3 2023 – Disclosure Log – Non-Personal Information Only

Date of Request	Requester Type	Request*	Date of Decision	Decision
10 July 2023	Business/Interest Group	A. All meeting dates between the FSPO and the Banking & Payments Federation. B. Minutes of said meetings. C. To go back to 2009.	08 September 2023	Granted in Part
11 July 2023	Business/Interest Group	A. how many barristers and solicitors are in full time employment with the FSPO? And with its Legal Services Team, particularly? B. over the previous 5-years, what annual percentage of issues internally referred to the FSPO's Legal Services Team, were determined in favour of the Consumer? (also, where 'complaints were closed by our Legal Services team' what percentage of these were determined in favour of the Consumer?) C. The average timeframe from initial receipt of a Complaint, up to the time a Jurisdictional Assessment issue is raised & subsequently referred to the FSPO Legal Services Team?"	17 August 2023	Refused

11 July 2023	Client	“For each year - how many of the complaints received included the Final Response Letter from the service provider complained of. Of these complaints received, how many concerned complaints against Credit Servicing Firms? Similarly, to item 1. For Credit Servicing firms, how many complaints received for each year included the Final Response Letter with the complaint? Is there a breakdown available of the time difference between the date when the written complaint was first made to the financial service provider and the date when it was made to your office?”	08 August 2023	Deemed Withdrawn
19 July 2023	Business/Interest Group	“All communication from Financial Services and Pensions Ombudsman (FSPO) to the Competition and Consumer Protection Agency, your competent authority, as required under Article 19 paragraph 3 of European Parliament Directive 2013/11/EU. Please supply the last two communications on the basis this is a two year requirement.”	21 July 2023	Deemed Withdrawn
23 July 2023	Business/Interest Group	“Policies and procedures for FSPO staff entertained by third party firms. Policies and procedures for FSPO staff receiving gifts from third parties. Relevant extracts from staff handbook.”	09 August 2023	Deemed Withdrawn
04 August 2023	Client	“1. From the 1st of July 2018 to the 30th of June 2023 how many complaints has the Financial Services and Pensions Ombudsman adjudicated on. 2. During the timeframe 1st of July 2018 to	17 August 2023	Granted in Part

		<p>the 30th of June 2023, on how many occasions has the Financial Services and Pensions Ombudsman changed the Preliminary Decision issued in its adjudication of a complaint following further submissions by a complainant in response to a Preliminary Decision. 3. During the timeframe 1st of July 2018 to the 30th of June 2023, on how many occasions has the Financial Services and Pensions Ombudsman issued a Preliminary Decision dismissing a complaint and after further submission from a Complainant issued a final adjudication upholding a complaint. 4. During the timeframe 1st of July 2018 to the 30th of June 2023, on how many occasions has the final and legally binding adjudication of the Financial Services and Pensions Ombudsman been appealed by a Complainant to the High Court.”</p>		
21 August 2023	Business/Interest Group	<ul style="list-style-type: none"> • If you use an IT Service Management solution (aka ITSM), please advise what you are currently using? (examples include: ServiceNow, BMC, Freshworks, 4ME, Hornbill, ManageEngine, Ivanti etc) Please provide the platform name. • If possible, please also provide the previously utilised solution and reason for change. • When is your current ITSM platform contract due for renewal? Please provide month/year. • Who (if there is one) is your current supplier of professional and managed services for your ITSM platform? • If this is managed internally, please 	12 September 2023	Granted in Part

		confirm the same. • How many user licences do you have for your ITSM platform? • Who is the principal contact for IT Services within your organisation? i.e. Director of IT or Head of Service Delivery. Please provide LinkedIn or available contact details (where appropriate).”		
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**Please note: The wording used in the description of the request may not be the exact wording of the original request.*