



An tOmbudsman Seirbhís
Airgeadais agus Pinsean
Financial Services and
Pensions Ombudsman

Freedom Of Information Requests

Q2 2026 – Disclosure Log – Non-Personal Information Only

Date of Request	Requester Type	Request*	Date of Decision	Decision
30 April 2026	Journalist	• Any written material including instruction manuals, technical documents, emails, memos and internal and external communications mentioning the software “Passwork”. • I request documents since January 1, 2023 to present.	14 May 2026	Refused
26 May 2026	Individual	For each reporting period available from 1 January 2024 to the most recent available date, please provide a machine-readable table showing: Financial service provider / pension provider name, where publishable. Number of complaints received by provider. Product category, where available, including:- banking;- current accounts;- card payments;- mortgages;- loans / credit;- money transmission / payments; insurance;- health insurance;- pensions;- investments;- brokers / intermediaries. Complaint status or outcome	24 June 2026	Refused

		category in aggregate, where publishable. Reporting period, ideally by calendar year and, if available, quarter. If provider-level naming is not publishable, please provide: product/category-level aggregate data; anonymised provider ranking bands; or any existing table that indicates complaint concentration by provider type.		
27 May 2026	Journalist	A full breakdown of spending on external public relations advice, support, or training received by officials in advance of any appearances by officials before any Oireachtas committee hearings: A list of the positions of staff who received the support or training;	11 June 2026	Refused
28 May 2026	Journalist	1. Correspondence between your chair, or equivalent, and the relevant minister in the government department under whose aegis you operate. 2. Correspondence between your chief executive, or equivalent, and the relevant secretary general in the government department under whose	17 June 2026	Part Granted

		aegis you operate. 3. From 01 July 2025 to date.		
19 June 2026	Journalist	Copy and/or details of lease agreement signed by the FSPO for office space at 6 Clare Street, Dublin 2. A list of all payments made by the FSPO to Aosóg CLG since 2020.	21 July 2026	Handled outside FOI Act

*Please note: The wording used in the description of the request may not be the exact wording of the original request.