

we're planning for our next decade ...

Resolving 3,500 financial services disputes each week, with 1,500 staff and a budget of £100m, we're a statutory not-for-profit organisation with a commercial focus, professional rigour and a passion for fairness ...



Financial
Ombudsman
Service

This month marks the tenth anniversary of the Financial Ombudsman Service. We were set up by law ten years ago to handle a caseload that then involved 25,000 disputes a year between consumers and their banks, building societies, insurance companies and investment firms.

This year we're expecting to settle a record 200,000 consumer complaints – with our remit now extended to cover virtually every aspect of personal finance, from hire purchase and insurance broking to spread-betting and e-money.

The eight-fold rise in our caseload means we now operate on an entirely different scale. This high-volume of operations looks set to continue – together with the growing challenges of meeting the rapidly-changing demands and expectations of our increasingly diverse users and stakeholders.

It's now time to plan ahead for our next decade – under our newly-appointed chief ombudsman and chief executive, Natalie Ceeney.

... the power to settle financial complaints

To ensure our service is fit for the future, we're committed to delivering on an ambitious strategy to make our customer service and use of technology the very best.

In order to drive this strategy forward into the next decade, we're looking for the highest-calibre top performers to join our senior team in the pivotal roles of:

- **director of operations**
- **director of finance and performance**
- **chief technology officer**

For more details about these London-based, six-figure-salary roles – and information about how the Financial Ombudsman Service underpins consumer confidence in financial services – take a look at www.financial-ombudsman.org.uk, our award-winning website.

Or visit www.rrresponses.com at **Russell Reynolds Associates** (020 7830 8052), who are helping us recruit the most outstanding people for these jobs. Closing date Monday, 7 June 2010.

Committed to diversity and equality.