

free one-day training event for advice workers

booking form

target audience and availability

Our series of nationwide one-day training events is aimed at advice workers who deal with front-line enquiries from consumers facing problems with financial services.

Advice workers typically include staff from Citizens Advice bureaux, Trading Standards, debt support-agencies, local council departments, charities and other consumer support networks.

There is no charge to attend and we can accommodate up to 50 people at each event. We allocate places as fairly as possible across the range of local advice agencies who may want to send delegates. So please book as early as possible.

course objectives and content

Our one-day training event includes an overview of the ombudsman service, explaining the types of activities and financial businesses that we cover and how we make decisions on complaints. We also focus in practical terms on the types of cases we receive and how we can help consumers who turn to advice workers for support.

Many advice workers who attend are particularly interested in the ombudsman's approach to complaints involving financial hardship, irresponsible lending, mortgage arrears and debt collecting. In the current financial climate we focus on these areas in detail. We also cover consumer credit and insurance (with an emphasis on payment protection insurance). The day is interactive with case studies and group discussion.

schedule

registration from 09.30 (for a 10.00 start)

- The Financial Ombudsman Service: what it is, who can use it, when and how to use it.
- General insurance issues including payment protection insurance (PPI).

free buffet lunch

- Banking and credit issues including financial hardship, irresponsible lending and mortgage arrears.
- Q & A session. To encourage lively discussion and debate, we encourage attendees to share their experience and raise questions about cases they are currently handling.

close 15.30

a full programme will be available nearer the date of the event

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event you would like to attend

please specify
date and location

your name

your organisation

email

phone

address

please give details of any
dietary or accessibility needs



please return this completed form to:

Elaine McDonald
communications team
Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London E14 9SR

fax 020 7093 7375

for further information, please contact Elaine McDonald (phone 020 7093 7374)

