

our ref
your ref

Thoresen Review of Generic Financial Advice
Savings and Investment Team (SAVI)
HM Treasury
1 Horse Guards Road
London SW1A 2HQ

please write to **Financial Ombudsman Service**
South Quay Plaza
183 Marsh Wall
London
E14 9SR

dx 141280 Isle of Dogs 3

27 April 2007

Dear Sir / Madam,

Thoresen Review of Generic Financial Advice: call for evidence

Thank you for inviting us to respond to your call for evidence for the Thoresen review of generic financial advice.

The Financial Ombudsman Service was set up under the Financial Services and Markets Act 2000 (FSMA) as a unified service for resolving disputes between consumers and financial services businesses fairly, reasonably, quickly and informally. As such we are part of the statutory framework underpinning the regulation of financial services in the United Kingdom. The provision of financial advice is not part of our statutory role.

Given our role in the resolution of disputes between consumers and financial services businesses, we do have some understanding of the factors that can cause such disputes to arise. One of these factors is, in broad terms, certain consumers' lack of understanding of the financial system and thus how that system relates to their own financial situation. The availability of generic financial advice should therefore assist such consumers and should help to prevent disputes and detriment arising as a result.

Given the experience we have of the causes of consumer detriment in this area, we would be happy to assist the review in any work it may wish to carry out in analysing the need for and potential benefits from generic financial advice.

Yours faithfully,

Adrian Dally
Senior Policy Advisor

direct line 020 7093 5586
direct fax 020 7093 5587
email adrian.dally@financial-ombudsman.org.uk