

**From:** David Oliver: [REDACTED] **GRO**  
**Sent:** 18 March 2014 15:47  
**To:** Band, Christa  
**Cc:** Chris Aujard; Swil, Jonathan; Jessica Barker; Belinda Crowe  
**Subject:** Board presentation and paper  
**Attachments:** FOS FILE NOTE.DOCX

Christa,

Two things to feedback on post a discussion with Paula just now:

1. Paula commented that she found the presentation this morning very good and very clear.
2. There was a brief discussion of Paula's meeting yesterday with the financial ombudsman (draft meeting note attached) and the need to ensure that the Board did not jump straight to solution mode after hearing the legal advice on Part A without your options.
3. Given point (2) can you set out at a very high level the kinds of areas that you will be exploring in the Part B paper for the April Board in the paper you will be submitting tomorrow. It would be helpful if this can be covered in the executive summary and also if you can address (again at a high level) the difficulty/challenge of implementing any of the options.

Regards

David

**David Oliver**  
**Programme Manager**  
**Initial Complaint and Mediation Scheme**

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