

Sir Ashley Fox MP
By email only

from **Abby Thomas**
**Chief Ombudsman and Chief
Executive**

22 November 2024

write to **Financial Ombudsman Service**
Exchange Tower
London
E14 9SR

phone 020 7964 1000

Dear Sir Ashley,

HM Treasury requested that the Financial Ombudsman Service respond directly to you in answering the following Parliamentary Question:

13095 To ask the Chancellor of the Exchequer, how many cases of mis-sold Equity Release schemes have been referred to the Financial Ombudsmen in the last two years.

From 1 November 2022 to 31 October 2024, we received 271 new cases relating to allegations of mis-sold Equity Release products.

Thank you for your interest in our work. You may also be interested in the equity release information on our website:

<https://www.financial-ombudsman.org.uk/consumers/complaints-can-help/mortgages/equity-release>

Yours sincerely,



Abby Thomas
Chief Ombudsman and Chief Executive