

**The Lord Reay  
By email only**

*from* **Jane Cosgrove  
Chief People Officer**

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

13 November 2024

*phone* 020 7964 1000

Dear Lord Reay,

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

**HL1948:** To ask His Majesty's Government whether (1) the Bank of England, (2) the Financial Conduct Authority and (3) the Financial Ombudsman Service receive advice from, or participate in, programmes overseen by Stonewall.

We have been members of Stonewall's Diversity Champions Programme for some time now and have previously taken part in their [Workplace Equality Index](#). Our last submission was in 2021 (for the 2022 Index). However, this is our final year of membership with Stonewall, and our membership will end in December 2024.

As part of the annual membership, Stonewall offers a policy review. We have in the past asked them to look at our family-friendly and transgender policies. Stonewall provides tips and advice based on what it views best practice, which we are free to follow or disregard.

Thank you for your interest in our work. You may be interested in the Diversity and Inclusion information on our website:

<https://www.financial-ombudsman.org.uk/who-we-are/aims-values/diversity-inclusion>

Yours Sincerely



Jane Cosgrove  
**Chief People Officer**