

# free training event for advice workers

## booking form

### target audience and availability

Our series of nationwide 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 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.

### schedule

registration from 9 am (for a 9.30 am start)

- the Financial Ombudsman Service: our role, what we cover, previous trends and current headlines
- our decision making process
- irresponsible lending
- financial hardship

close 1 pm

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

# free training event for advice workers booking form

event you would like to attend Financial Ombudsman Service

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:**

Melanie Pearce  
communications team  
Financial Ombudsman Service  
South Quay Plaza  
183 Marsh Wall  
London E14 9SR

fax 020 7964 1401 *or*  
email [liaison.team@financial-ombudsman.org.uk](mailto:liaison.team@financial-ombudsman.org.uk)

for further information, please contact our liaison team (phone 020 7964 1400)