



Companies House

for the record

Company Name

FINANCIAL OMBUDSMAN  
SERVICE LIMITED

## 363s Annual Return

4/158. 003324  
£15

Company Type

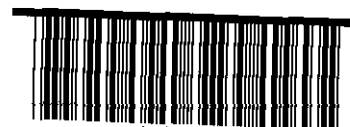
Private Company Limited By  
Guarantee Without Share Capital

Company Number

3725015

Information extracted from  
Companies House records on  
9th February 2002

- > Please check the details printed in blue on this statement.
- > If any details are wrong, strike them through and write the correct details in the "Amended details" column.
- > Please use black pen and write in capitals.



A17  
COMPANIES HOUSE  
\*AY2678QL\*  
Q457  
01/03/02

### Section 1: Company details

Ref: 3725015/15/42

	Current details	Amended details																		
> Registered Office Address <i>If any of the details are wrong, strike them through and fill in the correct details in the "Amended details" column.</i>	South Quay Plaza 183 Marsh Wall London E14 9SR	Address _____ _____ _____ UK Postcode    _ _ _ _ _																		
> Register of Members <i>If any of the details are wrong, strike them through and fill in the correct details in the "Amended details" column.</i>	Address where the Register is held  At Registered Office	Address _____ _____ _____ UK Postcode    _ _ _ _ _																		
> Register of Debenture Holders <i>If any of the details are wrong, strike them through and fill in the correct details in the "Amended details" column.</i>	Not Applicable	Address _____ _____ _____ UK Postcode    _ _ _ _ _																		
> Principal Business Activities <i>If any of the details are wrong, strike them through and fill in the correct details in the "Amended details" column.</i>	<table border="1"> <thead> <tr> <th>SIC Code</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>9305</td> <td>Other service activities</td> </tr> </tbody> </table>	SIC Code	Description	9305	Other service activities	<table border="1"> <thead> <tr> <th>SIC CODE</th> <th>Description</th> </tr> </thead> <tbody> <tr><td>_____</td><td>_____</td></tr> <tr><td>_____</td><td>_____</td></tr> <tr><td>_____</td><td>_____</td></tr> <tr><td>_____</td><td>_____</td></tr> <tr><td>_____</td><td>_____</td></tr> <tr><td>_____</td><td>_____</td></tr> </tbody> </table>	SIC CODE	Description	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____	_____
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> Please enter additional principal activity code(s) in "Amended details" column. See notes for guidance for list of activity codes.																				

## Section 2: Details of Officers of the Company

	Current details	Amended details
<b>&gt; Company Secretary</b> If any of the details for this person are wrong, strike them through and fill in the correct details in the "Amended details" column.  Particulars of a new Company Secretary must be notified on form 288.	<b>Name</b> Elizabeth Barbara CHENEY  <b>Address</b> 2A Frinton Drive Woodford Green Essex IG8 9ND	<b>Name</b> _____ <b>Address</b> _____ _____ _____ <b>UK Postcode</b> _ _ _ _ _ <b>Date of change</b> _ _ / _ _ / _ _ _ _ <b>Date Elizabeth Barbara CHENEY</b> <b>ceased to be secretary (if applicable)</b> _ _ / _ _ / _ _ _ _
<b>&gt; Director</b> If any of the details for this person are wrong, strike them through and fill in the correct details in the "Amended details" column.  Particulars of a new Director must be notified on form 288.	<b>Name</b> Michael Cecil John BARNES CBE  <b>Address</b> Lower Hollins Farm Edale Hope Valley Derbyshire S33 7ZB  <b>Date of birth</b> 22/09/1932  <b>Nationality</b> British  <b>Occupation</b> Member Legal Services Commissi	<b>Name</b> _____ <b>Address</b> _____ _____ _____ <b>UK Postcode</b> _ _ _ _ _ <b>Date of birth</b> _ _ / _ _ / _ _ _ _ <b>Nationality</b> _____ <b>Occupation</b> _____ <b>Date of change</b> _ _ / _ _ / _ _ _ _ <b>Date Michael Cecil John BARNES CBE</b> <b>ceased to be director (if applicable)</b> 22 / 09 / 2002
<b>&gt; Director</b> If any of the details for this person are wrong, strike them through and fill in the correct details in the "Amended details" column.  Particulars of a new Director must be notified on form 288.	<b>Name</b> Robert CRAWFORD FCIBS  <b>Address</b> Lochside House Kinghorn Burntisland Fife KY3 9YG  <b>Date of birth</b> 09/11/1949  <b>Nationality</b> British  <b>Occupation</b> Banker	<b>Name</b> _____ <b>Address</b> _____ _____ _____ <b>UK Postcode</b> _ _ _ _ _ <b>Date of birth</b> _ _ / _ _ / _ _ _ _ <b>Nationality</b> _____ <b>Occupation</b> _____ <b>Date of change</b> _ _ / _ _ / _ _ _ _ <b>Date Robert CRAWFORD FCIBS</b> <b>ceased to be director (if applicable)</b> _ _ / _ _ / _ _ _ _

	Current details	Amended details
<b>&gt; Director</b> <i>If any of the details for this person are wrong, strike them through and fill in the correct details in the "Amended details" column.</i>  <i>Particulars of a new Director must be notified on form 288.</i>	<b>Name</b> Ruth Elizabeth EVANS  <b>Address</b> 24 Falkland Road Kentish Town London NW5 2PX  <b>Date of birth</b> 12/10/1957  <b>Nationality</b> British  <b>Occupation</b> Consultant	<b>Name</b> _____  <b>Address</b> _____ _____ _____  <b>UK Postcode</b> _____ <b>Date of birth</b> ____ / ____ / ____ <b>Nationality</b> _____ <b>Occupation</b> _____ <b>Date of change</b> ____ / ____ / ____ <b>Date</b> Ruth Elizabeth EVANS ceased to be director (if applicable) 22, 02, 2002
<b>&gt; Director</b> <i>If any of the details for this person are wrong, strike them through and fill in the correct details in the "Amended details" column.</i>  <i>Particulars of a new Director must be notified on form 288.</i>	<b>Name</b> Brian James LANDERS  <b>Address</b> <del>16 Briarbank Road</del> <del>Ealing</del> <del>London</del> <del>RH2 6JX</del>  <b>Date of birth</b> 01/09/1949  <b>Nationality</b> British  <b>Occupation</b> Company Director	<b>Name</b> _____  <b>Address</b> BRIARBANK HOUSE, 12A CHILDS HALL ROAD, BOOKHAM LEATHERHEAD, SURREY  <b>UK Postcode</b> KT23 3QG <b>Date of birth</b> ____ / ____ / ____ <b>Nationality</b> _____ <b>Occupation</b> _____ <b>Date of change</b> ____ / ____ / ____ <b>Date</b> Brian James LANDERS ceased to be director (if applicable) ____ / ____ / ____
<b>&gt; Director</b> <i>If any of the details for this person are wrong, strike them through and fill in the correct details in the "Amended details" column.</i>  <i>Particulars of a new Director must be notified on form 288.</i>	<b>Name</b> Margaret Elizabeth LEE  <b>Address</b> 2 Abercorn Mews Richmond Surrey TW10 6BY  <b>Date of birth</b> 29/12/1960  <b>Nationality</b> British  <b>Occupation</b> Director Of Resources	<b>Name</b> _____  <b>Address</b> _____ _____ _____  <b>UK Postcode</b> _____ <b>Date of birth</b> ____ / ____ / ____ <b>Nationality</b> _____ <b>Occupation</b> _____ <b>Date of change</b> ____ / ____ / ____ <b>Date</b> Margaret Elizabeth LEE ceased to be director (if applicable) 22, 02, 2002

	Current details	Amended details
<p><b>&gt; Director</b> If any of the details for this person are wrong, strike them through and fill in the correct details in the "Amended details" column.</p> <p>Particulars of a new Director must be notified on form 288.</p>	<p><b>Name</b> Dr Oonagh Ann MCDONALD CBE</p> <p><b>Address</b> 302 Kew Road Kew Richmond Surrey TW9 3DU</p> <p><b>Date of birth</b> 21/02/1938</p> <p><b>Nationality</b> British</p> <p><b>Occupation</b> Research Managementconsultant</p>	<p><b>Name</b> _____</p> <p><b>Address</b> _____ _____ _____</p> <p><b>UK Postcode</b> _____</p> <p><b>Date of birth</b> ____ / ____ / ____</p> <p><b>Nationality</b> _____</p> <p><b>Occupation</b> _____</p> <p><b>Date of change</b> ____ / ____ / ____</p> <p><b>Date Dr Oonagh Ann MCDONALD CBE ceased to be director (if applicable)</b> 22, 02, 2002</p>
<p><b>&gt; Director</b> If any of the details for this person are wrong, strike them through and fill in the correct details in the "Amended details" column.</p> <p>Particulars of a new Director must be notified on form 288.</p>	<p><b>Name</b> Sylvie PIERCE</p> <p><b>Address</b> 32 Homer Street London W1H 1HL</p> <p><b>Date of birth</b> 12/08/1948</p> <p><b>Nationality</b> British</p> <p><b>Occupation</b> Company Director</p>	<p><b>Name</b> _____</p> <p><b>Address</b> _____ _____ _____</p> <p><b>UK Postcode</b> _____</p> <p><b>Date of birth</b> ____ / ____ / ____</p> <p><b>Nationality</b> _____</p> <p><b>Occupation</b> _____</p> <p><b>Date of change</b> ____ / ____ / ____</p> <p><b>Date Sylvie PIERCE ceased to be director (if applicable)</b> 22, 02, 2002</p>
<p><b>&gt; Director</b> If any of the details for this person are wrong, strike them through and fill in the correct details in the "Amended details" column.</p> <p>Particulars of a new Director must be notified on form 288.</p>	<p><b>Name</b> John Barrington RAWLINGS</p> <p><b>Address</b> Wissington Grange Nayland Colchester Essex CO6 4NH</p> <p><b>Date of birth</b> 10/02/1947</p> <p><b>Nationality</b> British</p> <p><b>Occupation</b> Banker</p>	<p><b>Name</b> _____</p> <p><b>Address</b> _____ _____ _____</p> <p><b>UK Postcode</b> _____</p> <p><b>Date of birth</b> ____ / ____ / ____</p> <p><b>Nationality</b> _____</p> <p><b>Occupation</b> _____</p> <p><b>Date of change</b> ____ / ____ / ____</p> <p><b>Date John Barrington RAWLINGS ceased to be director (if applicable)</b> 22, 02, 2002</p>

	Current details	Amended details
<b>&gt; Director</b> <i>If any of the details for this person are wrong, strike them through and fill in the correct details in the "Amended details" column.</i>  <i>Particulars of a new Director must be notified on form 288.</i>	<b>Name</b> Richard James THOMAS LLB  <b>Address</b> 36 Park Lane Reigate Surrey RH2 8JX  <b>Date of birth</b> 18/06/1949  <b>Nationality</b> British  <b>Occupation</b> Solicitor	<b>Name</b> _____  <b>Address</b> _____ _____ _____  <b>UK Postcode</b> _ _ _ _ _ <b>Date of birth</b> _ _ / _ _ / _ _ _ _ <b>Nationality</b> _____ <b>Occupation</b> _____ <b>Date of change</b> _ _ / _ _ / _ _ _ _ <b>Date</b> Richard James THOMAS LLB ceased to be director (if applicable) _____ / _____ / _____
<b>&gt; Director</b> <i>If any of the details for this person are wrong, strike them through and fill in the correct details in the "Amended details" column.</i>  <i>Particulars of a new Director must be notified on form 288.</i>	<b>Name</b> Andreas WHITTAM SMITH  <b>Address</b> 31 Brunswick Gardens London W8 4AW  <b>Date of birth</b> 13/06/1937  <b>Nationality</b> British  <b>Occupation</b> President Bb Of Film Classifca	<b>Name</b> _____  <b>Address</b> _____ _____ _____  <b>UK Postcode</b> _ _ _ _ _ <b>Date of birth</b> _ _ / _ _ / _ _ _ _ <b>Nationality</b> _____ <b>Occupation</b> _____ <b>Date of change</b> _ _ / _ _ / _ _ _ _ <b>Date</b> Andreas WHITTAM SMITH ceased to be director (if applicable) _____ / _____ / _____
<b>&gt; Director</b> <i>If any of the details for this person are wrong, strike them through and fill in the correct details in the "Amended details" column.</i>  <i>Particulars of a new Director must be notified on form 288.</i>	<b>Name</b> Helena Maria WIESNER  <b>Address</b> The Oast House, Willingford Lane Burwash Weald Etchingham East Sussex TN19 7HR  <b>Date of birth</b> 31/07/1945  <b>Nationality</b> British  <b>Occupation</b> Customer Affairs Consultant	<b>Name</b> _____  <b>Address</b> _____ _____ _____  <b>UK Postcode</b> _ _ _ _ _ <b>Date of birth</b> _ _ / _ _ / _ _ _ _ <b>Nationality</b> _____ <b>Occupation</b> _____ <b>Date of change</b> _ _ / _ _ / _ _ _ _ <b>Date</b> Helena Maria WIESNER ceased to be director (if applicable) _____ / _____ / _____

## &gt; Director

If any of the details for this person are wrong, strike them through and fill in the correct details in the "Amended details" column.

Particulars of a new Director must be notified on form 288.

## Current details

## Name

Charles Richard Lorimer WILSON

## Address

Savernak

Bathampton Lane, Bathampton

Bath

BA2 6SW

Date of birth 21/11/1949

Nationality British

Occupation Solicitor

## Amended details

## Name

## Address

UK Postcode \_ \_ \_ \_ \_

Date of birth \_ \_ / \_ \_ / \_ \_ \_ \_

Nationality \_ \_ \_ \_ \_

Occupation \_ \_ \_ \_ \_

Date of change \_ \_ / \_ \_ / \_ \_ \_ \_

Date Charles Richard Lorimer WILSON  
ceased to be director (if applicable)

22 / 02 / 2002



**Companies House**  
— for the record —

## 363s Annual Return Declaration

- > When you have checked all the sections of this form, please complete this page and sign the declaration below.
- > If you want to change the made up date of this annual return, please complete 2 below.

### 1. Declaration

- ☐ I confirm that the details in this annual return are correct as at the made-up-date (shown at 2 below). I enclose the filing fee of £15.

Signature

Cheney

(Director / Secretary)

Date

28 / 02 / 2002

*This date must not be earlier than the return date at 2 below*

#### What to do now

*Complete this page then send the whole of the Annual Return and the declaration to the address shown at 4 below.*

### 2. Date of this return

- ☐ This AR is made up to 26/2/2002 If you are making this return up to an earlier date, please give the date here

\_\_ / \_\_ / \_\_\_\_

*Note: The form must be delivered to CH within 28 days of this date*

### 3. Date of next return

- ☐ If you wish to change your next return to a date earlier than **26th February 2003** please give the new date here:

\_\_ / \_\_ / \_\_\_\_

### 4. Where to send this form

- ☐ Please return this form to:

Registrar of Companies  
Companies House  
Crown Way  
Cardiff CF14 3UZ

OR

For members of the Hays Document  
Exchange service  
DX 33050 Cardiff

***Have you enclosed the filing fee with the company number written on the reverse of the cheque?***

Cheque



Postal Order



Cheque / Postal Order

Number

003324

*(Please complete as appropriate)*

### Contact Address

Please give the name and address of the person who should be contacted if there are any queries about this form.

Contact Name

BARBARA CHENEY

Telephone number inc code

0207 9640102

Address

FINANCIAL OMBUDSMAN SERVICE

DX number if applicable

141280

SOUTH QUAY PLAZA

DX exchange

ISLE OF DOGS 3

183 MARSH WALL, LONDON

Postcode

E14 9SR