

CASE STUDY

Challenging a FOS judgment

The challenge

A client faced a final Financial Ombudsman Service (FOS) judgement and required an accurate calculation of redress.

The initial methodology used did not fairly account for past payments or interest, creating the risk of overstated liabilities.

The solution

TCC identified the flaws in the original approach, advised the client to challenge the methodology and proposed a revised calculation.

This updated approach produced a significantly lower redress amount while remaining defensible under scrutiny.

The TCC difference

By applying detailed analysis and regulatory insight, TCC's experts helped the client manage exposure accurately and mitigate unnecessary financial and operational risk.

For acquirers, understanding these nuances before or after a transaction helped ensure legacy issues were addressed effectively, supporting informed decision-making and confidence in strategic outcomes.