

our ref **FOI 3178**

Name Kate Barnes

Sent by email only: [request-5039766431eb6@whatdotheyknow.com](mailto:5039766431eb6@whatdotheyknow.com)

14 September 2018

please write to Stakeholder team
Financial Ombudsman Service
PO Box 73208
London
E14 1QQ

dx 141280 Isle of Dogs 3
website www.financial-ombudsman.org.uk

Dear Ms Barnes

your request for information

Thank you for your email of 20 August 2018, in which you asked for the following information:

"Would telling me how many emails to/from @secure.resolver.co.uk each month this year help with your search format difficulty?"

response

I've carefully considered the rest of your request and I'm pleased to share with you the following information.

The below table shows how many emails we received or sent to Resolver each month in 2018.

month	emails received	emails sent
January	1,521	574
February	1,053	598
March	1,171	629
April	1,429	820
May	1,212	891
June	1,063	817
July	918	769

I hope that my response addresses your request; but, if you don't believe we've fully complied with the Freedom of Information Act 2000 the next steps are overleaf.

Yours sincerely

Marijana Domazet
Stakeholder team

email information.rights@financial-ombudsman.org.uk

if you're not satisfied with our response

If you're unhappy with our response, please contact us within six weeks of the date of this letter – explaining why – and asking us to carry out a review. You can contact us by email at information.rights@financial-ombudsman.org.uk or by writing to this address:

Stakeholder team
Financial Ombudsman Service
PO Box 73208
London
E14 1QQ

If you're still unhappy after we've carried out our review, you can contact the Information Commissioner's Office within three months. You can contact them at:

First Contact Team
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
SK9 5AF

phone: 0303 123 1113
email: casework@ico.org.uk
website: <https://ico.org.uk/make-a-complaint/>