

## MAKHLOUFIA Oualiba

---

**From:** depgovcb [REDACTED]  
**Sent:** 19 May 2016 17:52  
**To:** MOEN Caroline  
**Subject:** RE: for action: point of contact for arrangements Visit Ombudsman - Communication and Transparency - Central Bank of Ireland  
**Attachments:** ATT00001.txt; ATT00002.htm  
**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Dear Caroline,

Thanks for letting me know but if you want to park here at the Central bank that is fine  
Security have your car details [REDACTED]  
If you are parking at Stephens Green just ask for myself when you come into our main reception

Kind Regards,  
Clare

---

**From:** MOEN Caroline [REDACTED]  
**Sent:** 19 May 2016 16:12  
**To:** depgovcb  
**Cc:** AGNEW Rosita; Toolan, Anne  
**Subject:** RE: for action: point of contact for arrangements Visit Ombudsman - Communication and Transparency - Central Bank of Ireland

Dear Clare,

I just want to let you know that Ms O'Reilly will park the car in the carpark of St Stephen's Green shopping centre and walk over to the Central Bank.

Which entrance should she take?

Best,

Caroline



**European Ombudsman**

**Caroline Moen**

Cabinet of the European Ombudsman

T. +32 (2) 28 3 [REDACTED]  
[REDACTED]

Rue Montoyer 30

B-1047 Brussels

[@EUombudsman](mailto:@EUombudsman)

[www.ombudsman.europa.eu](http://www.ombudsman.europa.eu)

Note: meetings with the Ombudsman will, in general, be published on our website. Names, locations and topics may be included.

---

**From:** depgovcb [REDACTED]  
**Sent:** 19 May 2016 12:52  
**To:** MOEN Caroline; depgovcb  
**Cc:** Forde, Jill; AGNEW Rosita; Morrissey, Deirdre; McDonnell, Paddy; Toolan, Anne  
**Subject:** RE: for action: point of contact for arrangements Visit Ombudsman - Communication and Transparency - Central Bank of Ireland

Dear Caroline,

Thank you for sending the presentation on  
We will upload the powerpoint presentation ahead of the presentation

Kind Regards,  
Clare

---

**From:** MOEN Caroline [REDACTED]  
**Sent:** 19 May 2016 11:07  
**To:** depgovcb  
**Cc:** Forde, Jill; AGNEW Rosita; Morrissey, Deirdre; McDonnell, Paddy; Toolan, Anne  
**Subject:** RE: for action: point of contact for arrangements Visit Ombudsman - Communication and Transparency - Central Bank of Ireland

Dear Jill,  
Dear Anne,

Please find Ms O'Reilly's PowerPoint presentation in attachment. Please let me know if you are having troubles opening it.

Ms Agnew will also have the PowerPoint on an usb just in case.

Best wishes,

Caroline



**European Ombudsman**

**Caroline Moen**

Cabinet of the European Ombudsman  
T. +32 (2) 28 30 [REDACTED]  
[REDACTED]

Rue Montoyer 30  
B-1047 Brussels  
[@EUombudsman](mailto:@EUombudsman)  
[www.ombudsman.europa.eu](http://www.ombudsman.europa.eu)

Note: meetings with the Ombudsman will, in general, be published on our website. Names, locations and topics may be included.

---

**From:** depgovcb [REDACTED]  
**Sent:** 29 April 2016 17:55  
**To:** MOEN Caroline  
**Subject:** RE: for action: point of contact for arrangements Visit Ombudsman - Communication and Transparency - Central Bank of Ireland

Hello Caroline

It will be internal staff attending the presentation.

Regarding the PowerPoint presentation – of course it is possible.

If you could email it to the above address [REDACTED] we can have it uploaded and ready to go that day.

Kind regards and have a good weekend, Anne

---

**From:** MOEN Caroline [REDACTED]  
**Sent:** 29 April 2016 10:21  
**To:** Toolan, Anne  
**Subject:** RE: for action: point of contact for arrangements Visit Ombudsman - Communication and Transparency - Central Bank of Ireland

Dear Anne,

Could you let me know who will be participating in the Q&A and whether it would be possible to do a powerpoint presentation?

Kind regards,

Caroline



**European Ombudsman**

**Caroline Moen**

Cabinet of the European Ombudsman

T. +32 (2) 28 3 [REDACTED]  
[REDACTED]

Rue Montoyer 30

B-1047 Brussels

[@EUombudsman](#)

[www.ombudsman.europa.eu](http://www.ombudsman.europa.eu)

Note: meetings with the Ombudsman will, in general, be published on our website. Names, locations and topics may be included.

---

**From:** Toolan, Anne [REDACTED]  
**Sent:** 11 March 2016 16:50  
**To:** MOEN Caroline  
**Subject:** FW: for action: point of contact for arrangements Visit Ombudsman - Communication and Transparency - Central Bank of Ireland

Hello Ms Moen

Sharon Donnery would be pleased to meet with the Ombudsman on Friday, 20 May.

Would this proposed timetable work for the Ombudsman and Ms Rosita Agnew:

10:30 – 11:30 meet with Sharon Donnery  
11:30 – 12:30 presentation (followed by Q&A)  
12:30 – 14:00 lunch

1

Could you please let me know of any dietary requirements the Ombudsman and Ms Agnew may have.

2

Closer to the date, could you please let me know how they will arrive at the Bank,

- a) By taxi
- b) By private transport – will they require car-parking at our Dame Street premises
- c) Will the driver remain with the car
- d) Will security personnel accompany the Ombudsman

Kind regards

Anne

Anne Toolan

PA to Deputy Governor (Central Banking)

Central Bank of Ireland

Tel : +353 [REDACTED] Fax: +353 [REDACTED]



please consider the environment before printing this email

Smaoinigh ar an timpeallacht sula ndéanann tú an ríomhphost seo a phriontáil

---

**From:** Forde, Jill

**Sent:** 10 March 2016 10:33

**To:** Toolan, Anne

**Cc:** Donnery, Sharon

**Subject:** for action: point of contact for arrangements Visit Ombudsman - Communication and Transparency - Central Bank of Ireland

---

**From:** MOEN Caroline [REDACTED]

**Sent:** 10 March 2016 09:59

**To:** Forde, Jill; O'SULLIVAN Aidan

**Cc:** AGNEW Rosita; GADESMANN Gundi

**Subject:** RE: Visit Ombudsman - Communication and Transparency - Central Bank of Ireland

Dear Jill,

Thank you for the draft agenda, looks very good!

Ms Rosita Agnew, our Strategic Inquiries Coordinator will be accompanying Ms O'Reilly and I will be handling logistics from our side.

Kind regards,

Caroline



**European Ombudsman**

**Caroline Moen**

Cabinet of the European Ombudsman

T. +32 (2) 28 3 [REDACTED]

Rue Montoyer 30

B-1047 Brussels

[@EUombudsman](mailto:@EUombudsman)

[www.ombudsman.europa.eu](http://www.ombudsman.europa.eu)

Note: meetings with the Ombudsman will, in general, be published on our website. Names, locations and topics may be included.

---

**From:** Forde, Jill [REDACTED]  
**Sent:** 09 March 2016 18:45  
**To:** MOEN Caroline; O'SULLIVAN Aidan  
**Cc:** AGNEW Rosita; GADESMANN Gundi  
**Subject:** RE: Visit Ombudsman - Communication and Transparency - Central Bank of Ireland

Dear Caroline,

We propose the following outline agenda:

- Private meeting with Deputy Governor Donnery
- 30 minute presentation to senior directors and senior team in communications and secretariat on the European Ombudsman and Transparency agenda for public institutions
- Lunch with Governor Lane, Deputy Governor Donnery, Deputy Governor Roux TBC and myself.

Let me know if this works – if you agree we could then exchange contacts for logistics etc

Thanks  
Jill

---

**From:** MOEN Caroline [REDACTED]  
**Sent:** 09 March 2016 16:12  
**To:** O'SULLIVAN Aidan; Forde, Jill  
**Cc:** AGNEW Rosita; GADESMANN Gundi  
**Subject:** RE: Visit Ombudsman - Communication and Transparency - Central Bank of Ireland

Dear Ms Forde,

Following up on your email exchange with Mr O'Sullivan's, the Ombudsman will be in Dublin on March 21 for a presentation, however her schedule is quite tight that day and she recommends meeting the senior officials at a later date. She will be in Dublin again on Friday, May 20. Would that day be suitable?

Kind regards,



**European Ombudsman**

**Caroline Moen**

Cabinet of the European Ombudsman

T. +32 (2) 28 30 [REDACTED]  
[REDACTED]

Rue Montoyer 30

B-1047 Brussels

[@EUombudsman](https://twitter.com/EUombudsman)

[www.ombudsman.europa.eu](http://www.ombudsman.europa.eu)

Note: meetings with the Ombudsman will, in general, be published on our website. Names, locations and topics may be included.

---

**From:** O'SULLIVAN Aidan  
**Sent:** 09 March 2016 10:21  
**To:** 'Forde, Jill'  
**Cc:** MOEN Caroline; AGNEW Rosita; GADESMANN Gundi  
**Subject:** RE: Visit Ombudsman - Communication and Transparency - Central Bank of Ireland

Dear Ms.Forde,

Thank you for your message, and sorry for the late reply.

The Ombudsman would be delighted to speak to your senior officials on issues of mutual interest.

For your communications team, maybe a video conference with our colleagues here in Brussels would be suitable for a more technical discussion?

I copy my colleague(s) to organise dates/times.

Thanks a lot.



**European Ombudsman**

**Aidan O'Sullivan**

Head of Cabinet to the European Ombudsman

Rue Montoyer 30  
B-1047 Brussels

[www.ombudsman.europa.eu](http://www.ombudsman.europa.eu)  
[@EUOmbudsman](https://twitter.com/EUOmbudsman)

-----Original Message-----

**From:** Forde, Jill [REDACTED]  
**Sent:** 22 February 2016 11:00  
**To:** GADESMANN Gundi  
**Subject:** Visit Ombudsman - Communication and Transparency - Central Bank of Ireland

Dear Gundi,

As discussed, it would be of great interest to us if the European Ombudsman would visit the Central Bank of Ireland to talk to our communication team about the importance of transparency and communication as we expand our transparency measures (publication of minutes, diary and expenses, salary and policies publication) and to meet our senior officials who are also members of the Governing Council and Supervisory Board of the ECB.

Please let me know how we can take this forward,

Best wishes,

Jill

Sent from my iPad