

## **Barclays Bank PLC, Jersey branch and Barclays Bank PLC, Guernsey branch**

Sent: 12 December 2016 12:19

To: CIFO Consultations <consultations@ci-fo.org>

Subject: CIFO -Consultation Paper 9 2017 Fee Schemes

Dear David,

I am please to confirm that on behalf of Barclays Bank PLC, Jersey branch and Barclays Bank PLC, Guernsey branch we have reviewed consultation paper 9 in relation to the proposed increase to chargeable case fee costs from 1st January 2017.

Though we need to monitor closely any cost increases for our business, we appreciate as a financial services provider that there is a cost for each chargeable complaint and depending on the complexity it can be time consuming for a CIFO case worker.

Therefore with reference to the proposed fee structure detailed in section E of the consultation paper we are supportive of the proposed case fee charge increase from 1st January 2017.

Following the consultation, please can you let me know the outcome of the consultation so I can notify our key stakeholders within Barclays Bank in the Channel Islands.

Thank you & regards

Richard.

Richard Woolsey | Offshore | Barclays International

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