

CIFO PUBLIC COMPLAINT STATISTICS - Q4 2017

These statistics cover the work of the Channel Islands Financial Ombudsman (CIFO) for the three months ended 31 December 2017 (Q4 2017).

CIFO is the joint operation of two statutory ombudsman roles, established in law by the Financial Services Ombudsman (Jersey) Law 2014 and the Financial Services Ombudsman (Bailiwick of Guernsey) Law, 2014. The primary role of CIFO is to resolve complaints about financial services provided in or from Jersey, Guernsey, Alderney and Sark (collectively the Channel Islands).

The legislation sets out CIFO's 'mandate' – in particular, the types of financial services that can be complained about, the type of complainant that may use the service and the time limits that apply. Complaints may also be outside of CIFO's mandate for reasons that include if the matter has already or is being considered in another forum such as a court or if the complainant has not suffered any compensatable loss.

I: ANALYSIS OF COMPLAINTS

This section provides information concerning complaints, which are all complaints which have been received whether they are ultimately deemed within CIFO's mandate or not.

Period Analysis (Q4 2017)	
Complaints on hand at start of the period	246
Complaints opened during the period	124
Complaints closed during the period	122
Net change in number of complaints on hand	+2
Complaints on hand at the end of the period	248

Cumulative Analysis (2017 year to date)	
Complaints on hand at start of 2017	246
Total Complaints Received	678
Total Complaints Closed	676
Complaints on hand at the end of the period	248

Q4 COMPLAINT HIGHLIGHTS

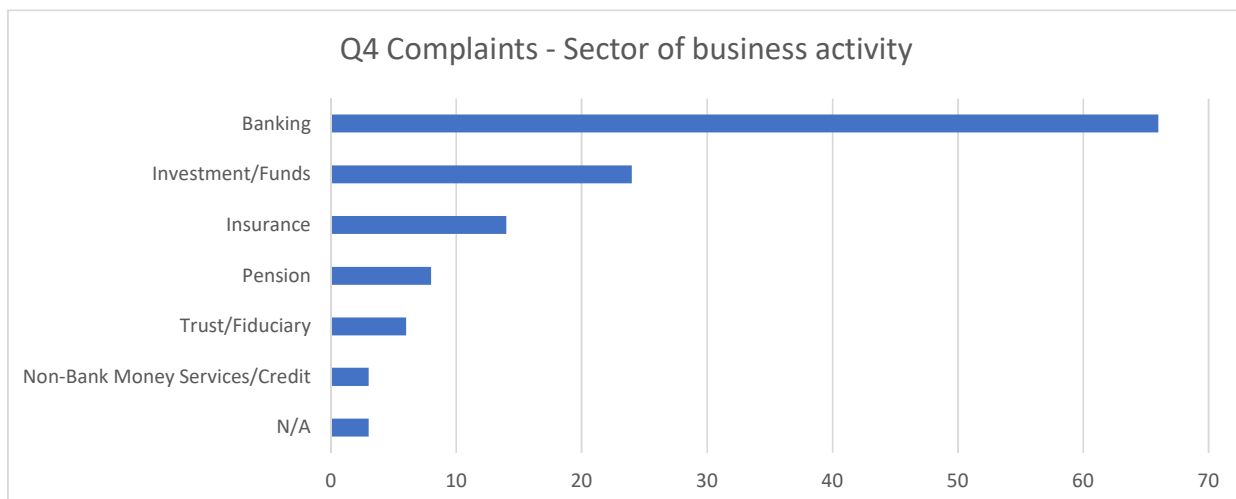
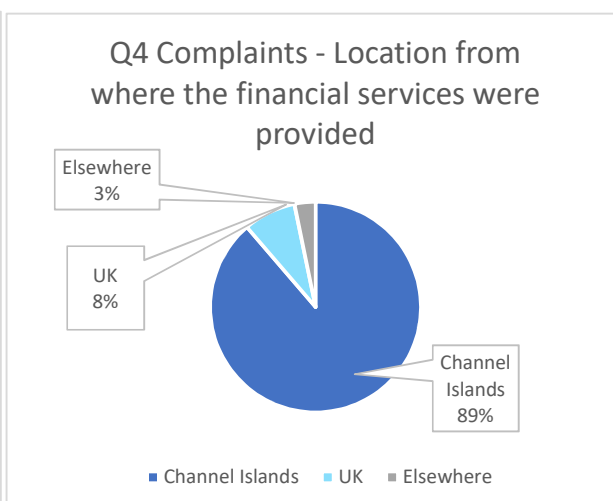
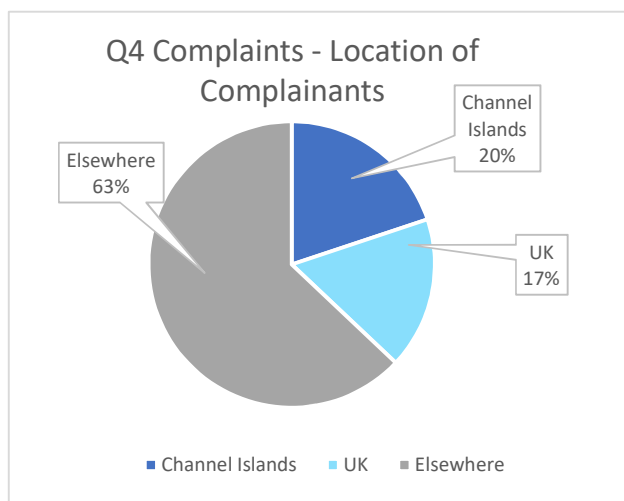
Of the 122 closed in Q4 2017:

- 66% (81) could not be dealt with as they were outside the scope of CIFO's mandate as set by law¹;
- 10% (12) were determined by the Ombudsman;
- 14% (17) were successfully mediated by case handlers;
- 10% (12) were withdrawn by the complainant after coming to CIFO.

Of the 81 out-of-mandate complaints: ^[1]

- 41% (34) were brought to CIFO prematurely;
- 31% (26) were in relation to complaints that were too old;
- 7% (6) were about events before the start date set by law (1 January 2010 for Jersey and 2 July 2013 for Guernsey, Alderney and Sark);
- 5% (4) related to financial services that are excluded by law from CIFO's mandate;
- 10% (8) related to financial services that were not provided in or from the Channel Islands;
- 2% (2) were brought to CIFO by ineligible complainants;
- 4% (3) were out-of-mandate for other reasons.

^[1] Please note some complaints may have been out of mandate for more than one reason.



Reasons for the 81 complaints that were out of mandate (OOM)		
(Please note more than one may apply to each complaint)	Number	% of Total
Complaint about event before CIFO mandate effective date	6	7%
Complaint too old	26	31%
Delay in referral to CIFO	0	0%
Brought to CIFO prematurely	34	41%
Exempt financial services	4	5%
Financial Services not provided in or from Channel Islands	8	10%
Ineligible complainant	2	2%
Other *	3	4%
Total reasons	83	100%

* Other reasons for rejection include where the complaint relates solely to investment performance or the legitimate exercise of the FSP's commercial judgement or where the details of the complaint are such that it would be better dealt with in court.

Closed Complaints by Outcome		
Complaint out of CIFO's mandate	81	66%
Complaint withdrawn by complainant after coming to CIFO	12	10%
Case Files Mediated in Favour of Complainant	10	8%
- Compensation less than FSP offer	0	
- Compensation the same as FSP offer	1	
- Compensation more than FSP offer	9	
Case Files Mediated in Favour of FSP	7	6%
Case Files Determined in Favour of Complainant	6	5%
- Compensation less than FSP offer	0	
- Compensation the same as FSP offer	2	
- Compensation more than FSP offer	4	
Case Files Determined in Favour of FSP	6	5%
Total Closed Complaints	122	100%

Type of Complainant - Complaints Opened in Period		
Type	Number	Percentage
Individual (Consumer)	113	91%
Individual (Trustee)	1	1%
Other	1	1%
Microenterprise	9	7%
Charity	0	0%
Total	124	100%

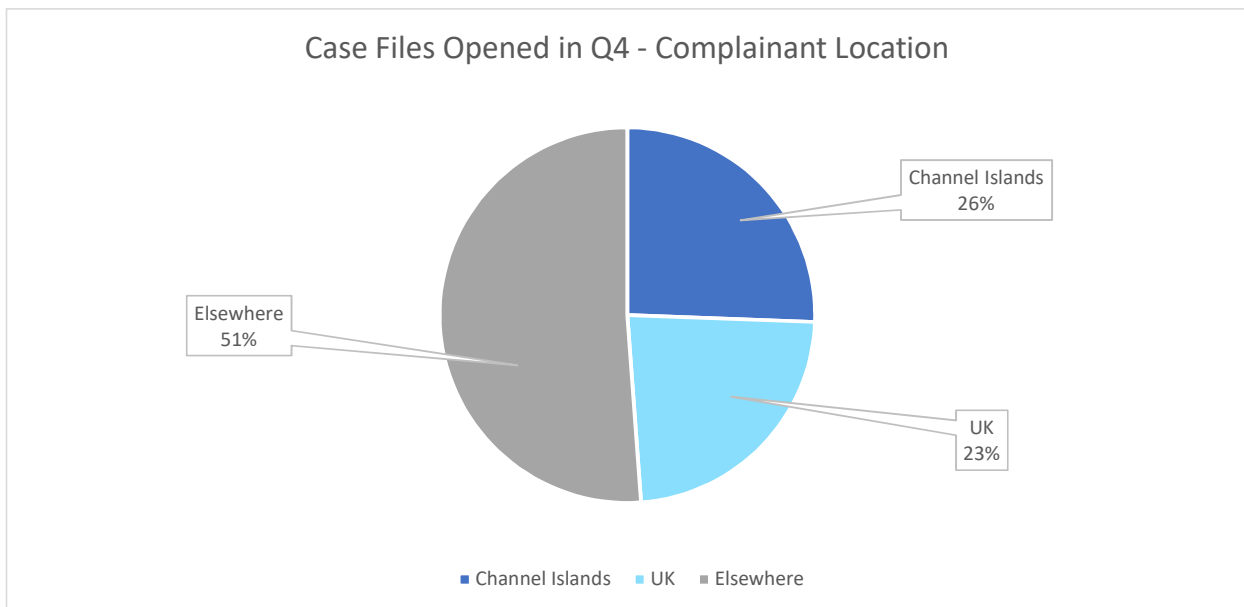
II: ANALYSIS OF CASE FILES

Period Analysis (Q4 2017)	
Opening Case File Inventory as at 1 October 2017	55
Case Files Opened in Q4 2017	86
Case Files Closed in Q4 2017	30
Net Period Change in Case File Inventory	56
End of Period Case File Inventory as at 31 December 2017	111

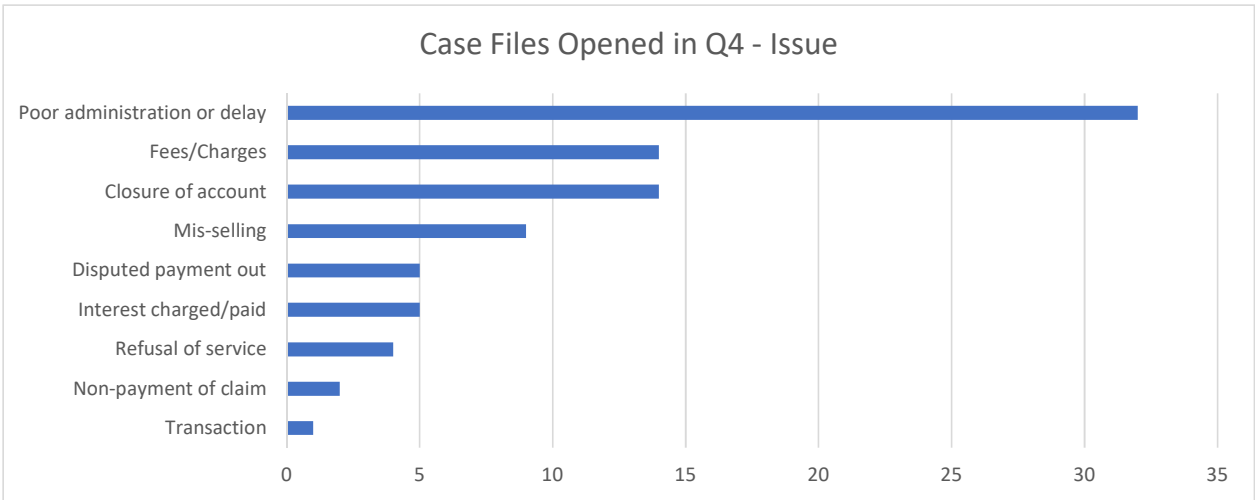
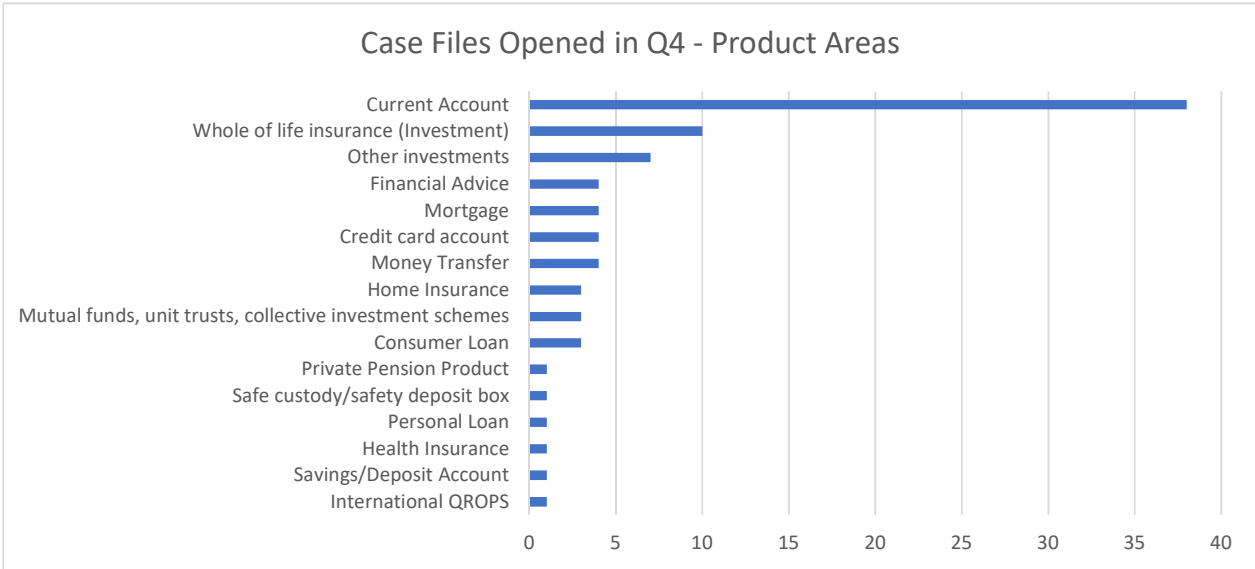
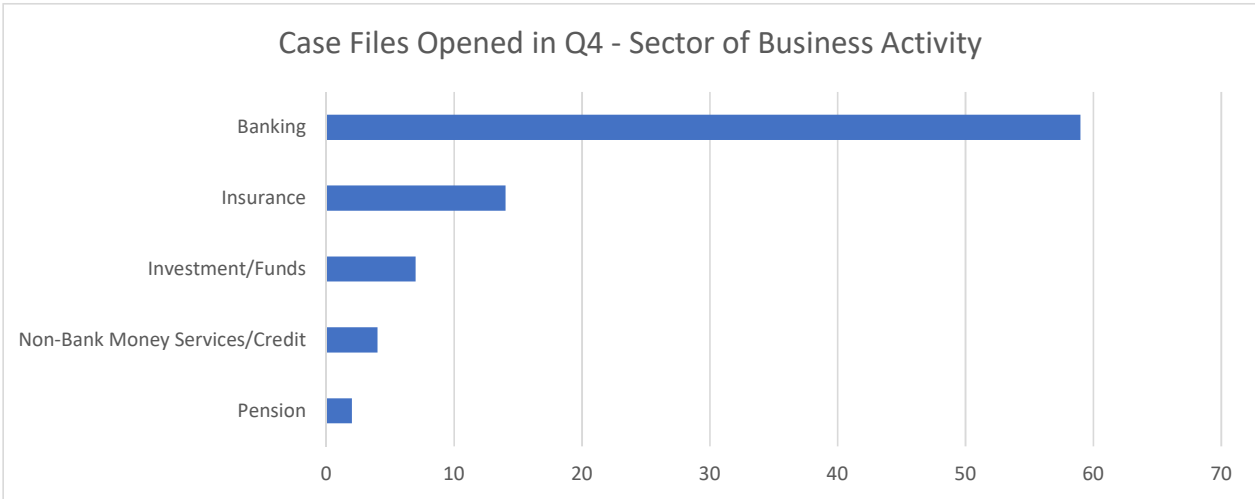
Cumulative Analysis (2017 year to date)	
Opening Case File Inventory as at 1 January 2017	115
Case Files Opened 2017 year to date	192
Case Files Closed 2017 year to date	196
End of Period Case File Inventory as at 31 December 2017	111

CASE FILE HIGHLIGHTS

- Of the 17 case files closed by mediation in Q4 2017, 59% (10) were mediated in favour of the complainant, with 90% (9) receiving compensation higher than the FSP's original offer and 10% (1) receiving the same level or less compensation than originally offered. 41% (7) of case files were mediated in favour of the FSP.
- Of the 12 case files closed by determination in Q4 2017, 50% (6) were determined in favour of the complainant, with 67% (4) receiving compensation higher than the FSP's original offer and 33% (2) receiving the same level or less compensation than originally offered. 50% (6) of case files were determined in favour of the FSP.
- 26% (22) of case files opened in Q4 2017 involve a Channel Island-based complainant, 23% (20) involve a UK-based complainant, and 51% (44) involve a complainant from elsewhere.



CASE FILE DATA



CASE FILE HIGHLIGHTS (CONTINUED)

- Of the 86 case files opened by CIFO in Q4 2017, 44% (38) related to current accounts, 12% (10) related to Whole of life insurance (Investment), 8% (7) related to Other investments. The remaining 31 cases were in relation to 11 other product types.
- Poor administration or delay was the most common issue, occurring in 37% (32) of the case files opened by CIFO this quarter.
- Fees/Charges was the second most common issue, occurring in 17% (15) case files, followed by closure of account (16%) and mis-selling (10%).

Q4 Case Files - Top Product Areas		
Product	Number	Percentage
Current account	38	44%
Whole of life insurance (Investment)	10	12%
Other investments	7	8%
Mortgage	4	5%
Credit card account	4	5%

Q4 Case Files - Top Issues		
Issue	Number	Percentage
Poor administration or delay	32	37%
Fees/Charges	15	17%
Closure of account	14	16%
Mis-selling	9	10%

III: ANALYSIS OF ENQUIRIES

This section provides information concerning complaint-related enquiries (initial client contacts which are handled by CIFO).

- CIFO received 43 enquiries in Q4 2017.
- 79% (34) of enquiries were from the general public and 21% (9) were from representatives of financial service providers.
- 42% (18) of enquirers were Channel Island residents, 9% (4) did not disclose their country of residence, 35% (15) were from the UK, and 14% (6) of enquirers were from elsewhere.

