

# 2016-2017 COMPLAINT STATISTICS ANALYSIS

Table 1: **Complaints Received - Location of Financial Services Provider (FSP)**

Jersey	666	34%
Guernsey	1257	64%
UK & Rest of World	48	2%
<b>Grand Total</b>	<b>1971</b>	<b>100%</b>

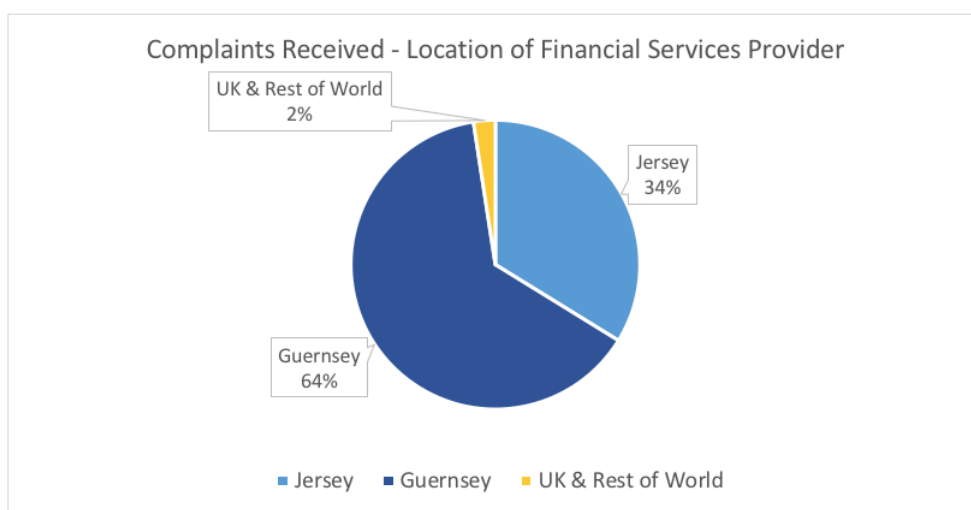


Table 2: **Complaints Received - Location of Complainants**

Jersey	360	18%
Guernsey	139	7%
UK & Rest of World	1472	75%
<b>Grand Total</b>	<b>1971</b>	<b>100%</b>

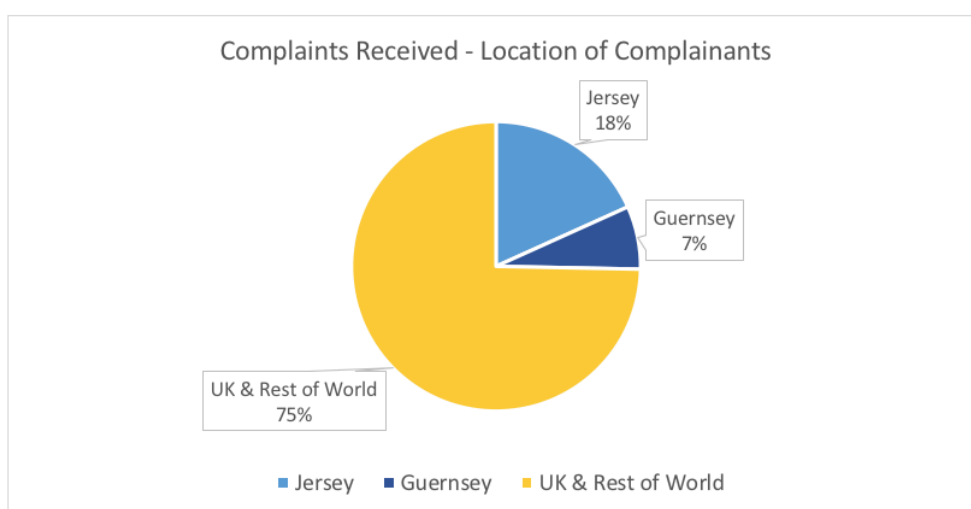


Table 3: **Complaints Received - Type and Origin of Complainant**

	Jersey		Guernsey		UK & Rest of World		Total	
	Count	Percentage	Count	Percentage	Count	Percentage	Count	Percentage
Consumer	340	94%	129	93%	1435	97%	1904	97%
Microenterprise	19	5%	10	7%	31	2%	60	3%
Trustee	0	0%	0	0%	6	0%	6	0%
Charity	1	0%	0	0%	0	0%	1	0%
Other	0	0%	0	0%	0	0%	0	0%
<b>Grand Total</b>	<b>360</b>	<b>100%</b>	<b>139</b>	<b>100%</b>	<b>1472</b>	<b>100%</b>	<b>1971</b>	<b>100%</b>



Table 4: **Complaints Received - Sector of Business Activity (by FSP location)**

	Jersey		Guernsey		UK & Rest of World		Total	
Investment/Funds	180	27%	464	37%	5	10%	649	33%
Trust/Fiduciary	24	4%	539	43%	1	2%	564	29%
Banking	362	54%	48	4%	16	33%	426	22%
Insurance	32	5%	154	12%	8	17%	194	10%
Pensions	19	3%	38	3%	7	15%	64	3%
Non-Bank Money Services/Credit	39	6%	7	1%	1	2%	47	2%
Not Financial Services Related	10	2%	7	1%	10	21%	27	1%
<b>Grand Total</b>	<b>666</b>	<b>100%</b>	<b>1257</b>	<b>100%</b>	<b>48</b>	<b>100%</b>	<b>1971</b>	<b>100%</b>

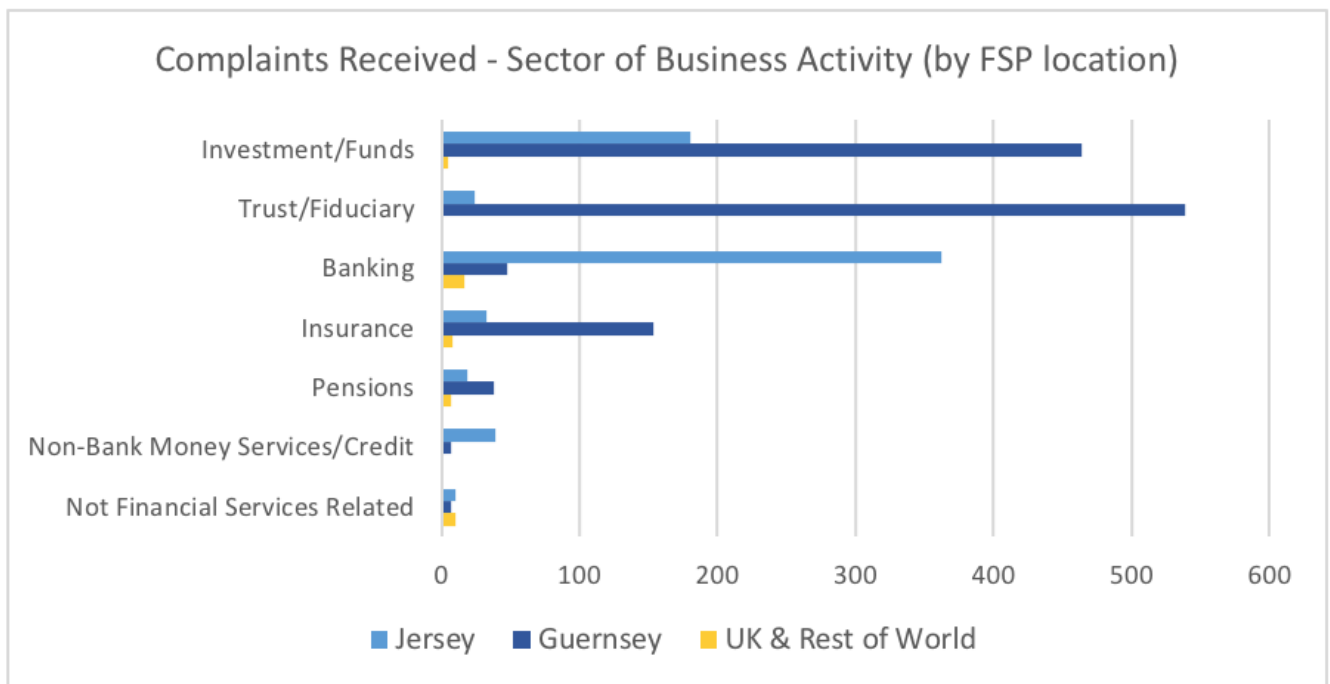


Table 5: **Complaints assessed that did not become cases (by FSP location)**

	Jersey		Guernsey		UK & Rest of World		Total	
Rejected as Out of Mandate	249	80%	1122	98%	36	92%	1407	94%
Withdrawn by Complainant	61	20%	22	2%	3	8%	86	6%
<b>Grand Total</b>	<b>310</b>	<b>100%</b>	<b>1144</b>	<b>100%</b>	<b>39</b>	<b>100%</b>	<b>1493</b>	<b>100%</b>

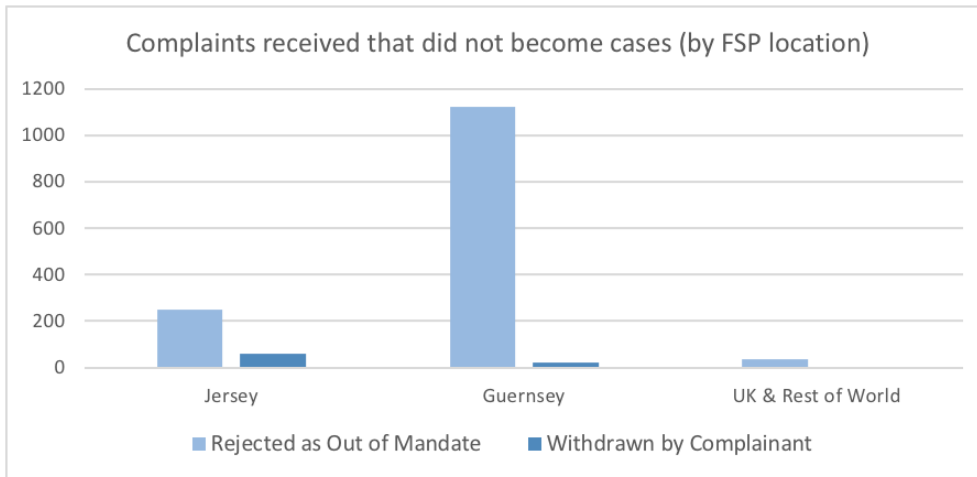


Table 6: **Why complaints did not become cases (by FSP location)**

	Jersey		Guernsey		UK & Rest of World		Total	
Exempt financial service (Trust company business / fiduciary)	18	7%	531	37%	1	2%	550	31%
Time (Start Date)	68	27%	397	27%	6	13%	471	27%
Exempt financial service (Investment Fund)	7	3%	436	30%	0	0%	443	25%
Premature	93	36%	23	2%	3	7%	119	7%
Time (Too Old)	26	10%	30	2%	2	4%	58	3%
Foreign financial service provider (non-Channel Islands)	12	5%	15	1%	27	59%	54	3%
Exempt Financial Service (Other)	15	6%	6	0%	2	4%	23	1%
Other	11	4%	4	0%	4	9%	19	1%
Ineligible complainant	5	2%	8	1%	1	2%	14	1%
<b>Grand Total</b>	<b>255</b>	<b>100%</b>	<b>1450</b>	<b>100%</b>	<b>46</b>	<b>100%</b>	<b>1751</b>	<b>100%</b>

\*Please note some complaints may have been out of mandate for more than one reason

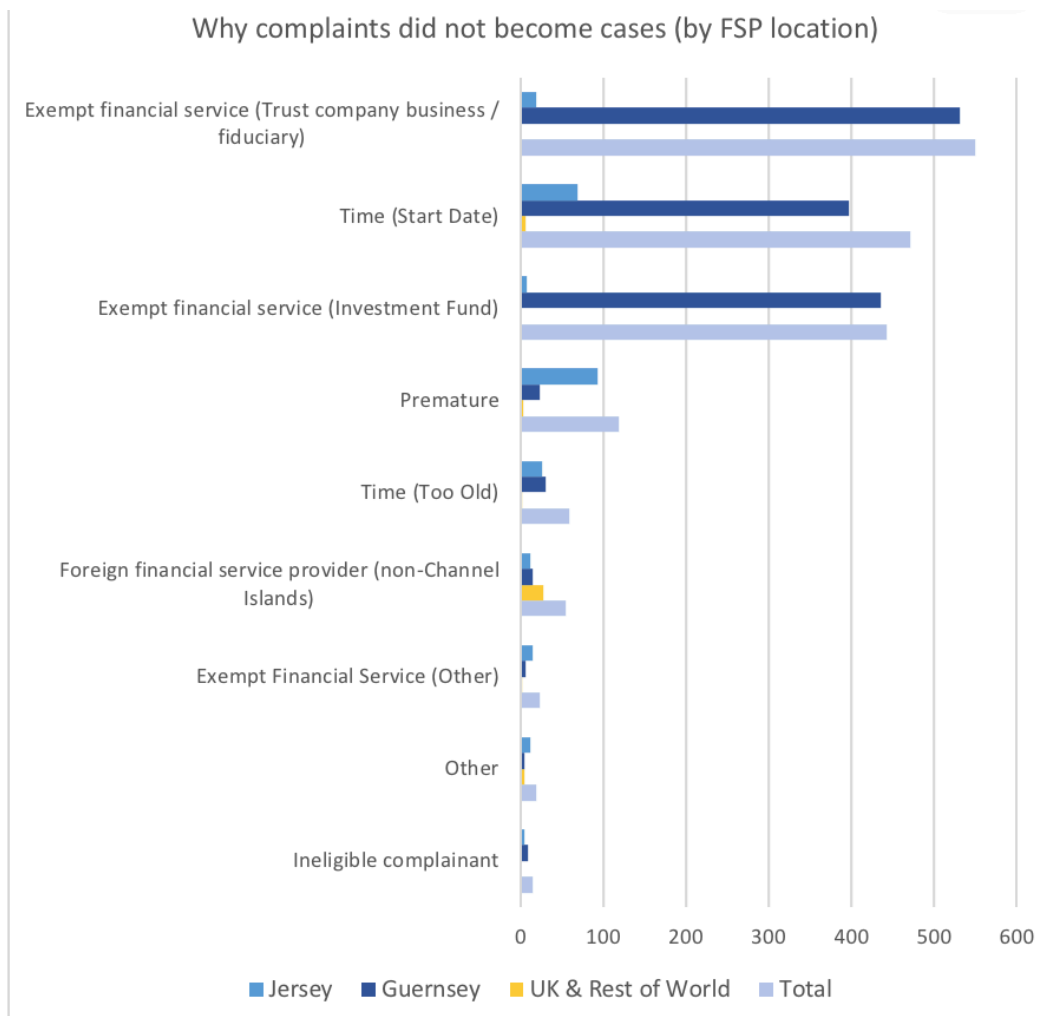


Table 7: **Case Files Opened - Location of Financial Services Provider**

Jersey	317	74%
Guernsey	109	26%
<b>Total</b>	<b>426</b>	<b>100%</b>

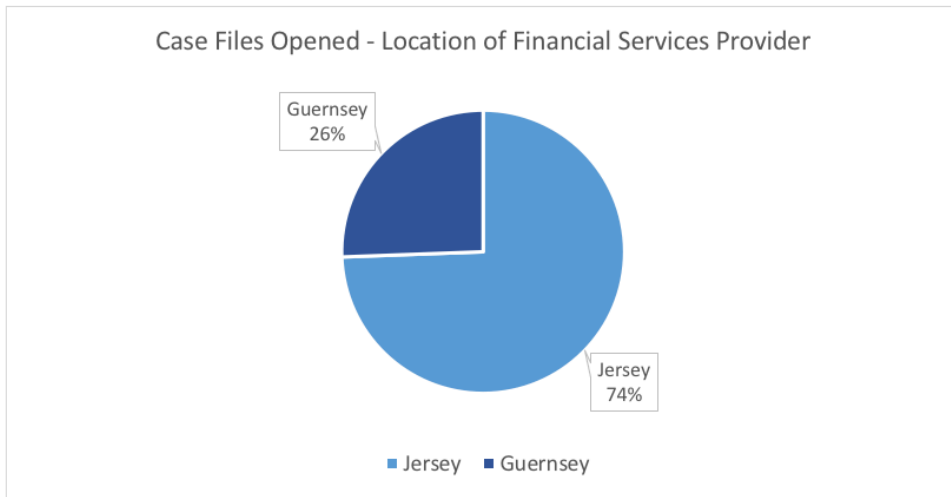


Table 8: **Case Files Opened - Location of Complainants**

Jersey	156	37%
Guernsey	36	8%
UK & Rest of World	234	55%
<b>Total</b>	<b>426</b>	<b>100%</b>

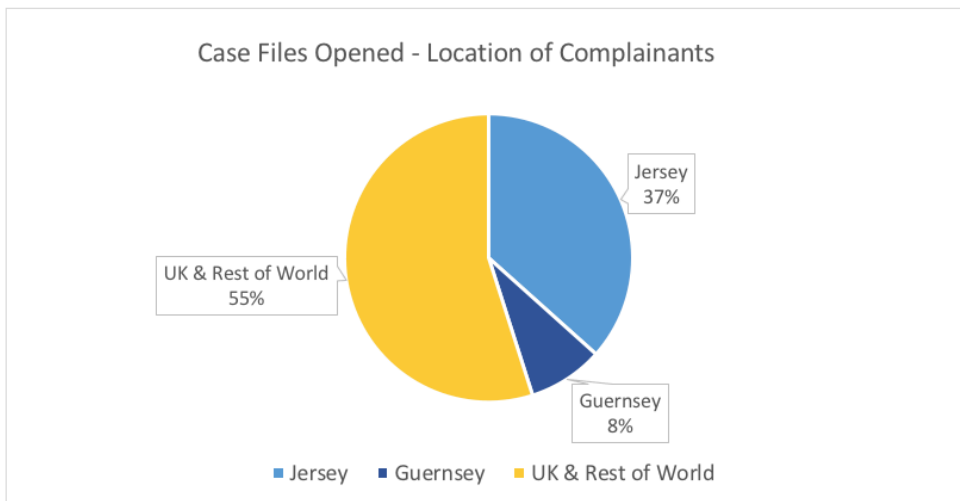


Table 9: **Case Files Opened - Sector of Business Activity (by FSP location)**

	Jersey		Guernsey		Total	
Banking	162	51%	24	22%	186	44%
Investment/Funds	122	38%	9	8%	131	31%
Insurance	8	3%	63	58%	71	17%
Non-Bank Money Services/Credit	18	6%	2	2%	20	5%
Pensions	7	2%	11	10%	18	4%
<b>Grand Total</b>	<b>317</b>	<b>100%</b>	<b>109</b>	<b>100%</b>	<b>426</b>	<b>100%</b>

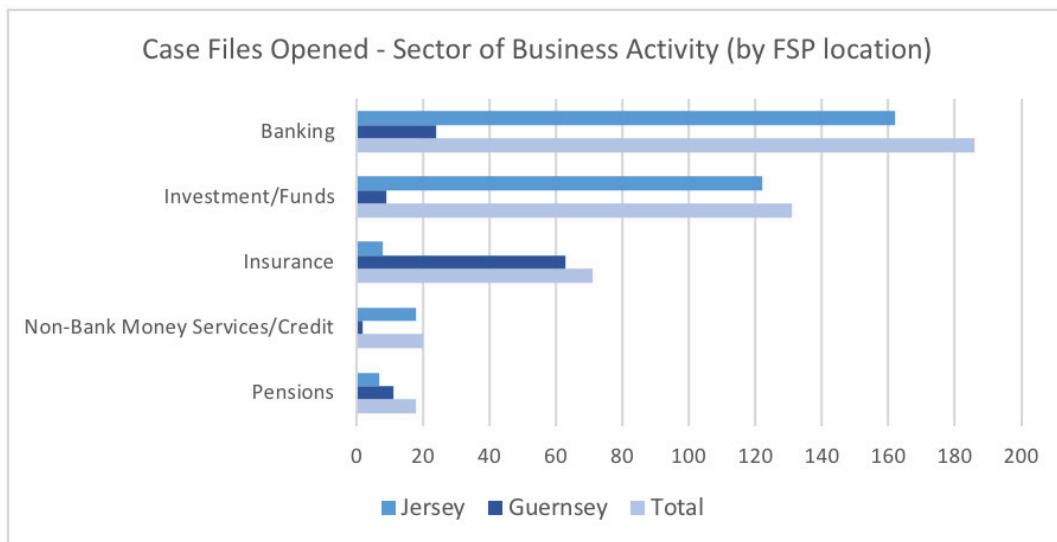


Table 10: Case Files Opened - Product Areas (by FSP location)

	Jersey		Guernsey		Total	
Current Account	104	33%	17	16%	121	28%
Financial Advice	94	30%	4	4%	98	23%
Mortgage	23	7%	4	4%	27	6%
Whole of life insurance (investment)	0	0%	24	22%	24	6%
Other investments	21	7%	1	1%	22	5%
Health Insurance	0	0%	21	19%	21	5%
Money Transfer	18	6%	1	1%	19	4%
Mutual funds, unit trusts, collective investment schemes	13	4%	4	4%	17	4%
Home Insurance	2	1%	13	12%	15	4%
International Pension Scheme	2	1%	8	7%	10	2%
Consumer Loan	7	2%	2	2%	9	2%
Private Pension Product	5	2%	3	3%	8	2%
Savings/Deposit Account	6	2%	1	1%	7	2%
Payment Protection	6	2%	1	1%	7	2%
Credit card account	6	2%	0	0%	6	1%
Stocks and Shares	2	1%	1	1%	3	1%
Overdraft facility on current account	3	1%	0	0%	3	1%
Automobile/vehicle Insurance	0	0%	2	2%	2	0%
Safe custody/safety deposit box	2	1%	0	0%	2	0%
Debt Collection	1	0%	0	0%	1	0%
Contents Insurance	0	0%	1	1%	1	0%
Travel Insurance	0	0%	1	1%	1	0%
Legal Insurance	1	0%	0	0%	1	0%
Hire Purchase Agreement	1	0%	0	0%	1	0%
<b>Grand Total</b>	<b>317</b>	<b>100%</b>	<b>109</b>	<b>100%</b>	<b>426</b>	<b>100%</b>



### Case Files Opened - Product Areas (by FSP location)

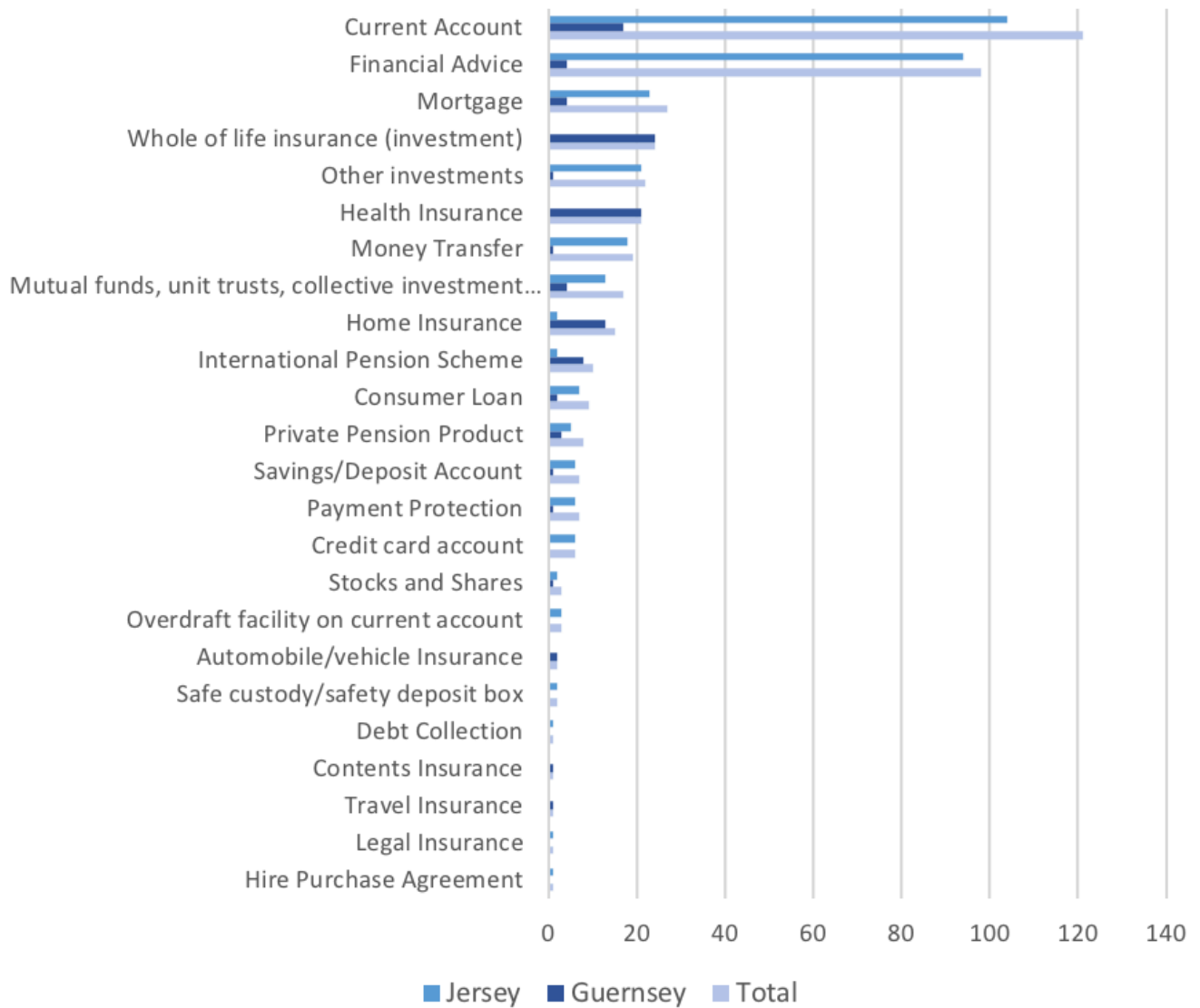


Table 11: **Case Files Opened - Issue (by FSP location)**

	Jersey		Guernsey		Total	
	Count	Percentage	Count	Percentage	Count	Percentage
Mis-selling	123	39%	12	11%	135	32%
Poor Administration or delay	90	28%	24	22%	114	27%
Closure of account	38	12%	10	9%	48	11%
Non-payment of claim	6	2%	33	30%	39	9%
Fees/Charges	20	6%	18	17%	38	9%
Refusal of service	15	5%	7	6%	22	5%
Disputed payment out	15	5%	3	3%	18	4%
Interest charged/paid	7	2%	2	2%	9	2%
Transaction	2	1%	0	0%	2	0%
Enforcement/collection	1	0%	0	0%	1	0%
<b>Grand Total</b>	<b>317</b>	<b>100%</b>	<b>109</b>	<b>100%</b>	<b>426</b>	<b>100%</b>

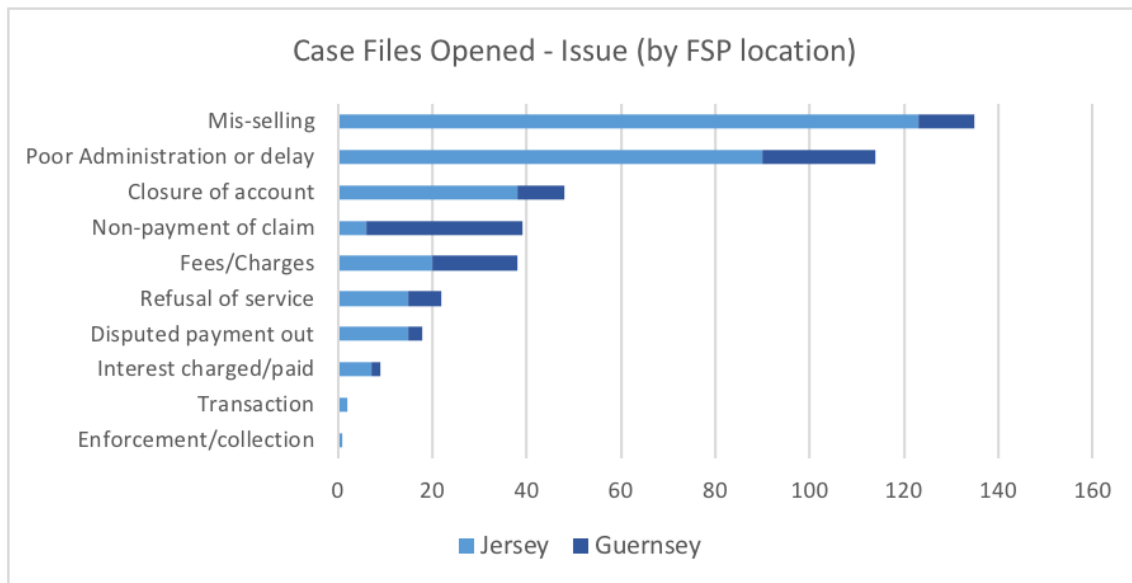


Table 12: **Resolved Case Files - How They Were Resolved (by FSP location)**

	Jersey		Guernsey		Total	
Determined	120	50%	20	31%	140	46%
Mediated	118	49%	44	68%	162	53%
Withdrawn by Complainant	3	1%	1	2%	4	1%
<b>Grand Total</b>	<b>241</b>	<b>100%</b>	<b>65</b>	<b>100%</b>	<b>306</b>	<b>100%</b>

Resolved Case Files - How They Were Resolved (by FSP location)

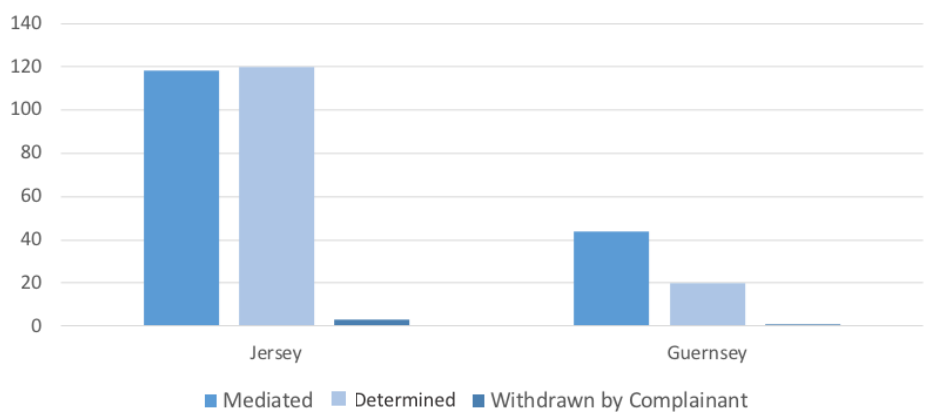


Table 13: **Resolved Case Files by Outcome (by FSP location)**

	Jersey		Guernsey		Total	
Case Files Resolved in Favour of Complainant for More Compensation than Previously Offered by FSP	130	54%	22	34%	152	50%
Case Files Resolved in Favour of Complainant for Same or Less Compensation than Previously Offered by FSP	34	14%	10	15%	44	14%
Case Files Resolved in Favour of FSP	74	31%	32	49%	106	35%
Case Files Withdrawn by Complainant	3	1%	1	2%	4	1%
<b>Total</b>	<b>241</b>	<b>100%</b>	<b>65</b>	<b>100%</b>	<b>306</b>	<b>100%</b>

Table 14: **Percentage of cases resolved by days taken from receipt of FSP file**

Percentage of cases resolved by days taken	Mediated	Determined	Total
<30	28%	2%	16%
31-60	25%	6%	16%
61-90	9%	9%	9%
>90	39%	82%	59%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

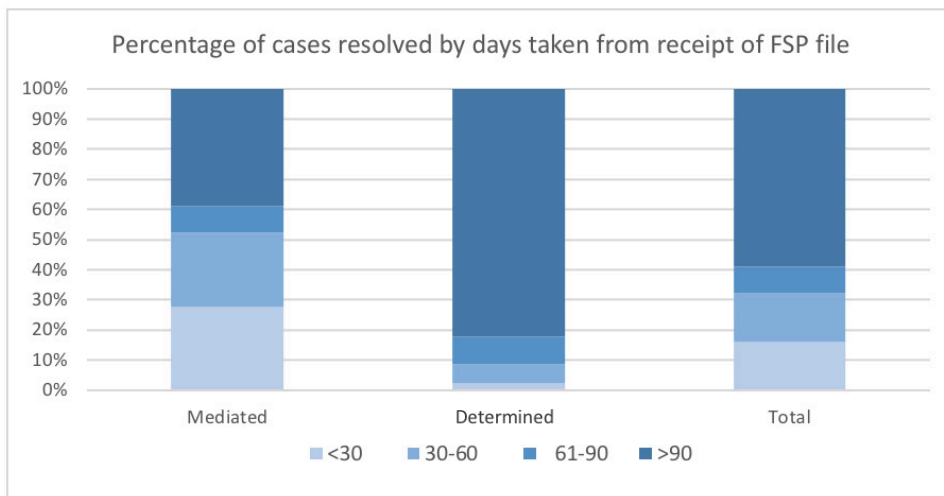


Table 15: **Amounts of compensation awarded up to statutory limit of £150,000**

Maximum	£150,000
Average	£48,895
Median	£8,117
Minimum	£19.17