

## CIFO PUBLIC COMPLAINT STATISTICS - Q1 2018

These statistics cover the work of the Channel Islands Financial Ombudsman (CIFO) for the three months ended 31 March 2018 (Q1 2018)

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 (Q1 2018)	
Complaints on hand at start of the period	248
Complaints opened during the period	122
Complaints closed during the period	109
Net change in number of complaints on hand	+13
Complaints on hand at the end of the period	261

Cumulative Analysis (2018 Year to Date)	
Complaints on hand at start of 2018	248
Total Complaints Received	122
Total Complaints Closed	109
Complaints on hand at the end of the period	261

#### Q1 COMPLAINT HIGHLIGHTS

##### Of the 109 closed in Q1 2018

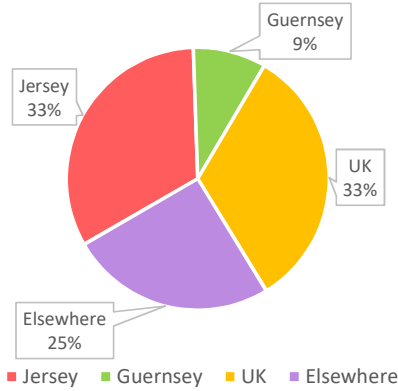
- 66% (72) could not be dealt with as they were outside the scope of CIFO's mandate as set by law;
- 6% (7) were determined by the Ombudsman;
- 24% (26) were successfully mediated by case handlers;
- 4% (4) were withdrawn by the complainant after coming to CIFO.

##### Of the 72 out-of-mandate complaints:

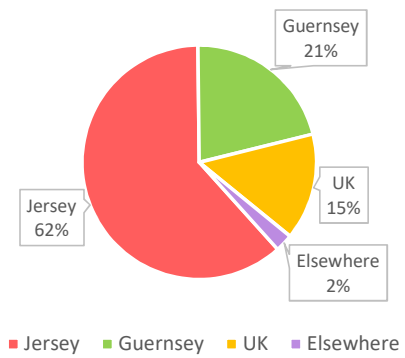
- 35% (27) were brought to CIFO prematurely;
- 27% (21) were in relation to complaints that were too old;
- 5% (4) were about events before the start date set by law (1 January 2010 for Jersey and 2 July 2013 for Guernsey, Alderney and Sark);
- 10% (8) related to financial services that are excluded by law from CIFO's mandate;
- 19% (15) related to financial services that were not provided in or from the Channel Islands;
- 3% (2) were brought to CIFO by ineligible complainants;
- 1% (1) was out-of-mandate for other reasons.

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

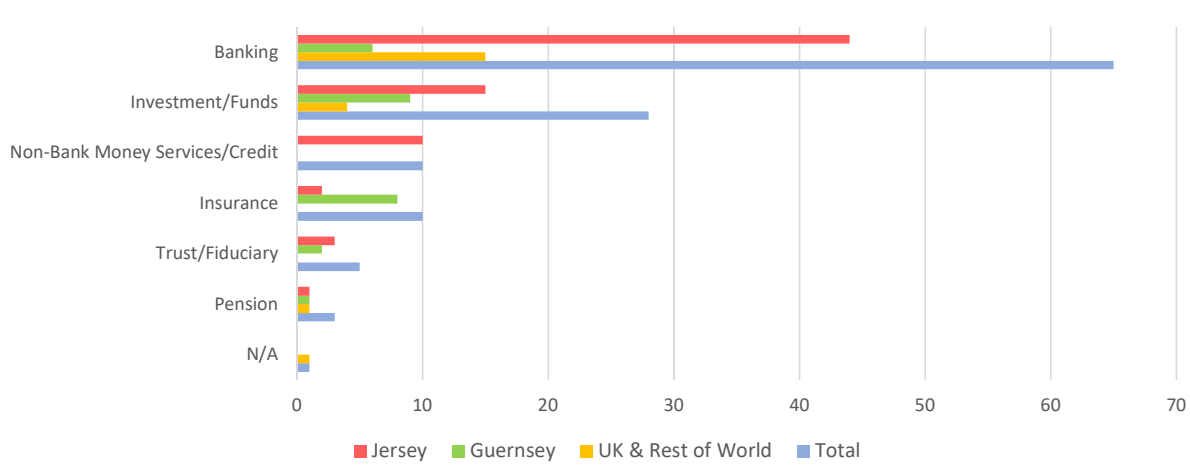
Q1 Complaints - Location of Complainants



Q1 Complaints - Location from where the financial services were provided



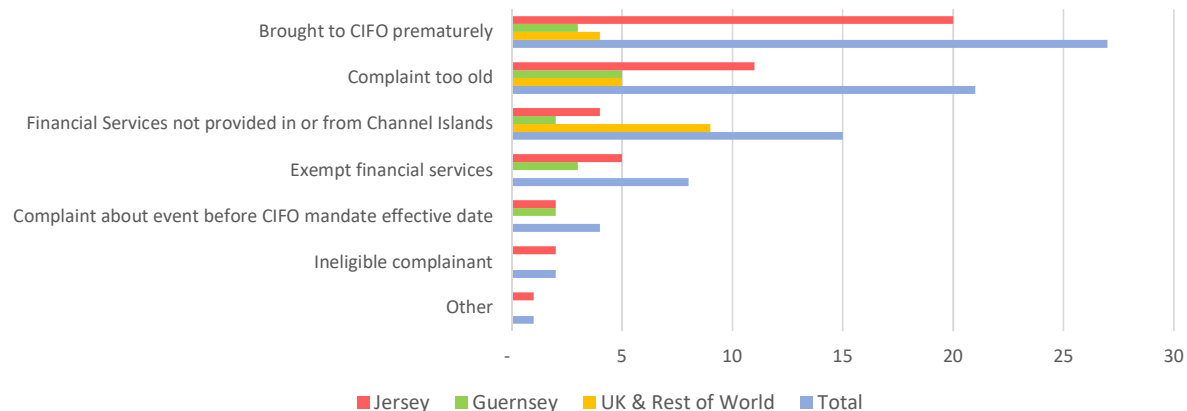
Q1 Complaints - Sector of business activity



Reasons for the 72 complaints that were out of mandate (OOM)								
Reason	Jersey		Guernsey		UK & Rest of World		Total	
	Number	% of Total	Number	% of Total	Number	% of Total	Number	% of Total
Brought to CIFO prematurely	20	44%	3	20%	4	22%	27	35%
Complaint too old	11	24%	5	33%	5	28%	21	27%
Financial Services not provided in or from Channel Islands	4	9%	2	13%	9	50%	15	19%
Exempt financial services	5	11%	3	20%	0	0%	8	10%
Complaint about event before CIFO mandate effective date	2	4%	2	13%	0	0%	4	5%
Ineligible complainant	2	4%	0	0%	0	0%	2	3%
Other	1	2%	0	0%	0	0%	1	1%
<b>Total reasons</b>	<b>45</b>	<b>100%</b>	<b>15</b>	<b>100%</b>	<b>18</b>	<b>100%</b>	<b>78*</b>	<b>100%</b>

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

### Q1 Complaints - Why complaints did not become cases



Closed Complaints by Outcome		
Complaint out of CIFO's mandate	72	66%
Complaint withdrawn by complainant after coming to CIFO	4	4%
<b>Case Files Mediated in Favour of Complainant</b>	14	13%
- Compensation less than FSP offer	0	
- Compensation the same as FSP offer	5	
- Compensation more than FSP offer	9	
<b>Case Files Mediated in Favour of FSP</b>	12	11%
<b>Case Files Determined in Favour of Complainant</b>	2	2%
- Compensation less than FSP offer	0	
- Compensation the same as FSP offer	0	
- Compensation more than FSP offer	2	
<b>Case Files Determined in Favour of FSP</b>	5	5%
<b>Total Closed Complaints</b>	<b>109</b>	<b>100%</b>

Type of Complainant - Complaints Opened in Period		
Type	Number	Percentage
Individual (Consumer)	118	97%
Individual (Trustee)	0	0%
Other	0	0%
Microenterprise	4	3%
Charity	0	0%
<b>Total</b>	<b>122</b>	<b>100%</b>

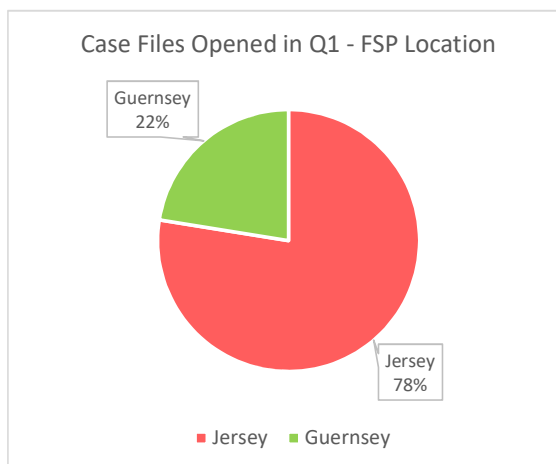
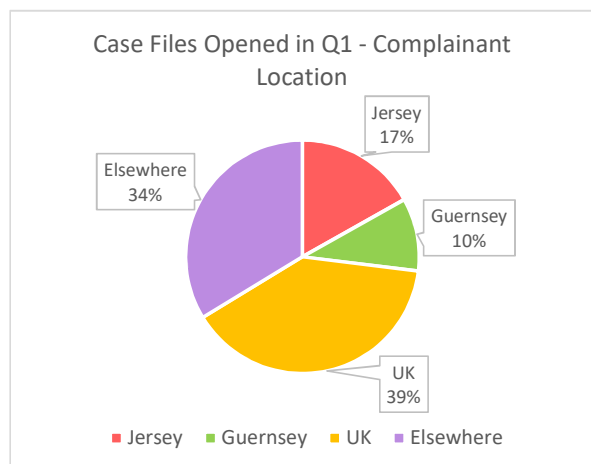
## II: ANALYSIS OF CASE FILES

Period Analysis (Q1 2018)	
<b>Opening Case File Inventory as at 1 January 2018</b>	<b>119</b>
Case Files Opened in Q1 2018	89
Case Files Closed in Q1 2018	35
Net Period Change in Case File Inventory	+58
<b>End of Period Case File Inventory as at 31 March 2018</b>	<b>177</b>

Cumulative Analysis (2018 year to date)	
<b>Opening Case File Inventory as at 1 January 2018</b>	<b>119</b>
Case Files Opened 2018 year to date	89
Case Files Closed 2018 year to date	35
<b>End of Period Case File Inventory as at 31 March 2018</b>	<b>177</b>

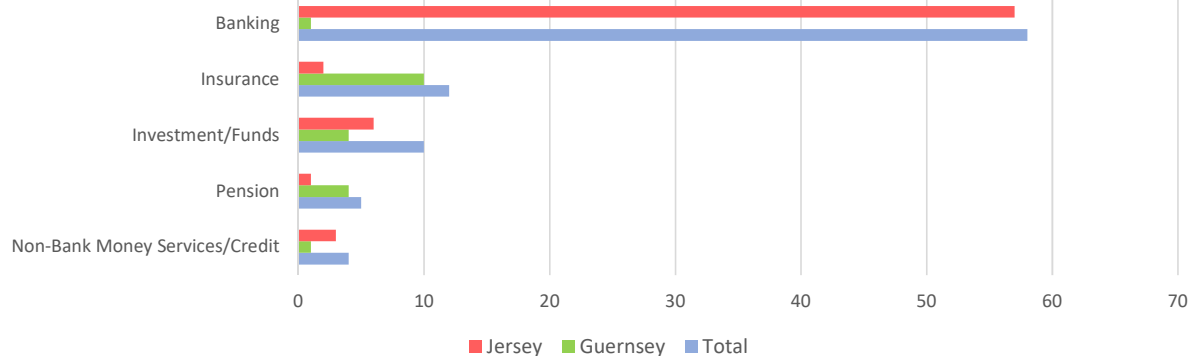
### CASE FILE HIGHLIGHTS

- Of the 26 case files closed by mediation in Q1 2018, 13% (14) were mediated in favour of the complainant, with 64% (9) receiving compensation higher than the FSP's original offer and 36% (5) receiving the same level or less compensation than originally offered. 46% (12) of case files were mediated in favour of the FSP.
- Of the 7 case files closed by determination in Q1 2018, 29% (2) were determined in favour of the complainant, with 100% (2) receiving compensation higher than the FSP's original offer. 71% (5) of case files were determined in favour of the FSP.
- Of the 89 case files opened in Q1 2018, 17% (15) involve a Jersey-based complainant, 10% (10) involve a Guernsey-based complainant, 39% (35) involve a UK-based complainant, and 34% (29) involve a complainant from elsewhere.

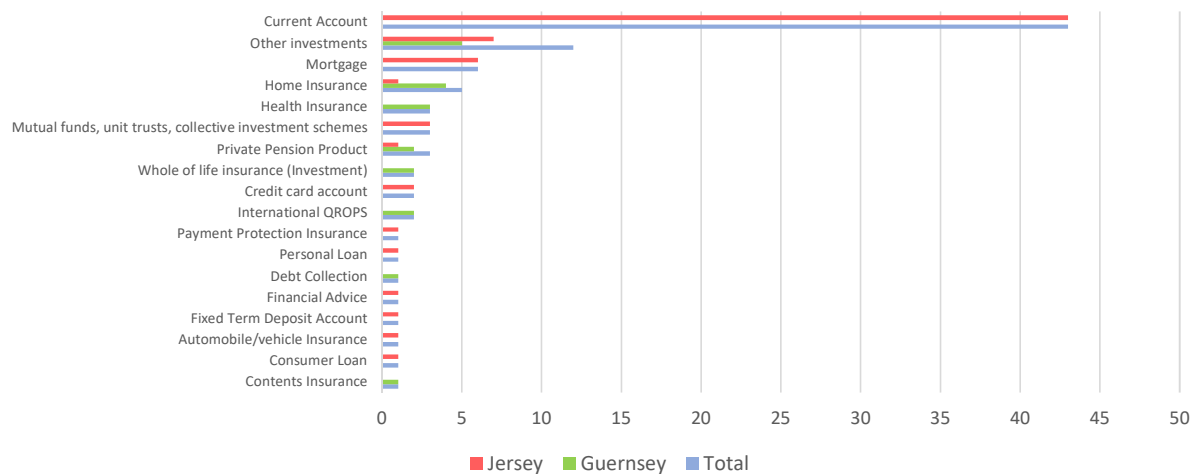


# CASE FILE DATA

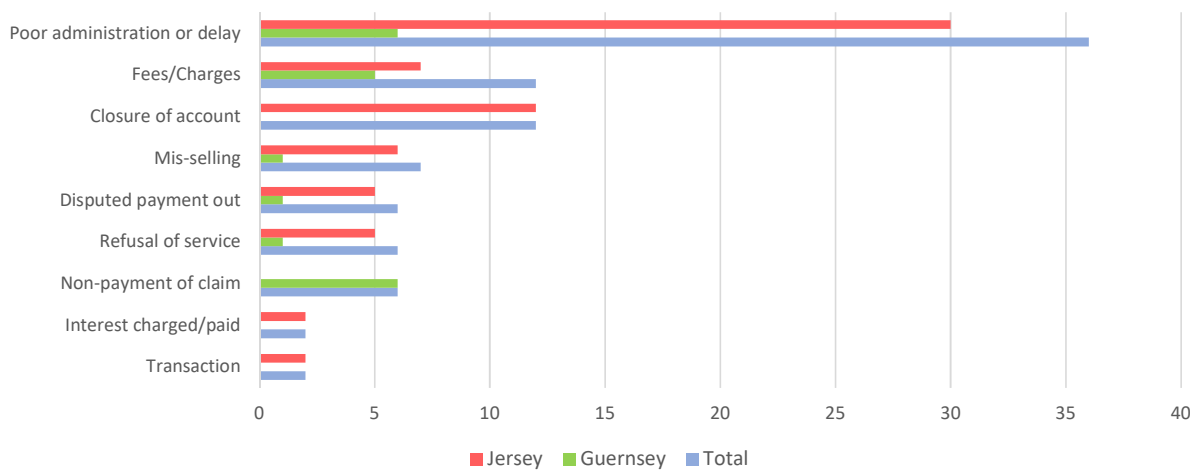
## Case Files Opened in Q1 - Sector of Business Activity



## Case Files Opened in Q1 - Product Areas



## Case Files Opened in Q1 - Issue



CASE FILE HIGHLIGHTS (CONTINUED)

- Of the 89 case files opened by CIFO in Q1 2018, 48% (43) related to current accounts, 13% (12) related to other investments, and 7% (6) related to mortgages. The remaining 28 case files were in relation to 15 other product types.
- Poor administration or delay was the most common issue, occurring in 40% (36) of the case files opened by CIFO this quarter.
- Account closure and fees/charges were the second most common issues, with both occurring in 13% (12) of case files.

<b>Q1 Case Files - Top Product Areas</b>		
<b>Product</b>	<b>Number</b>	<b>Percentage</b>
Current Account	43	48%
Other investments	12	13%
Mortgage	6	7%
Home Insurance	4	4%
Health Insurance	3	3%

<b>Q1 Case Files - Top Issues</b>		
<b>Issue</b>	<b>Number</b>	<b>Percentage</b>
Poor administration or delay	36	40%
Fees/Charges	12	13%
Closure of account	12	13%
Mis-selling	6	7%