

CIFO PUBLIC COMPLAINT STATISTICS - Q1 2019

These statistics cover the work of the Channel Islands Financial Ombudsman (CIFO) for the three months ended 31 March 2019 (Q1 2019)

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 2019)	
Complaints on hand at start of the period	324
Complaints opened during the period	101
Complaints closed during the period	92
Net change in number of complaints on hand	+9
Complaints on hand at the end of the period	333
Cumulative Analysis (2019 Year to Date)	
Complaints on hand at start of 2019	324
Total Complaints Received	101
Total Complaints Closed	92
Complaints on hand at the end of the period	333

Q1 COMPLAINT HIGHLIGHTS

Of the 92 closed in Q1 2019

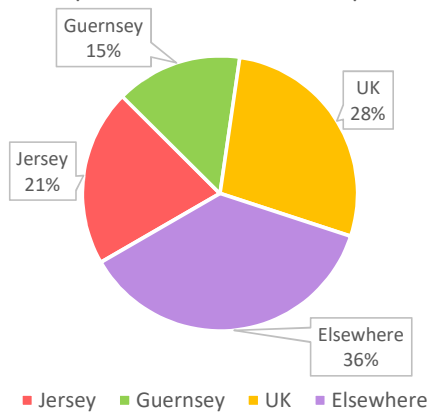
- 73% (67) could not be dealt with as they were outside the scope of CIFO's mandate as set by law;
- 7% (6) were determined by the Ombudsman;
- 10% (10) were successfully mediated by case handlers;
- 10% (9) were withdrawn by the complainant after coming to CIFO.

Of the 67 out-of-mandate complaints:

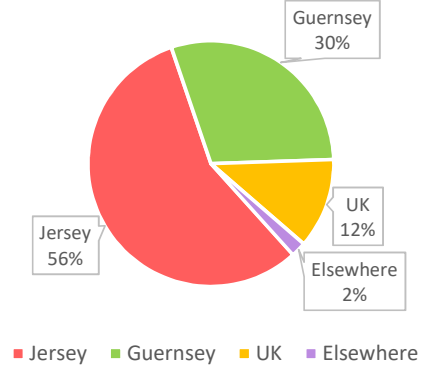
- 25% (17) were brought to CIFO prematurely;
- 7% (5) were in relation to complaints that were too old;
- 13% (9) were about events before the start date set by law (1 January 2010 for Jersey and 2 July 2013 for Guernsey, Alderney and Sark);
- 19% (13) related to financial services that are excluded by law from CIFO's mandate;
- 16% (11) related to financial services that were not provided in or from the Channel Islands;
- 1% (1) were brought to CIFO by ineligible complainants;
- 16% (11) were out-of-mandate for other reasons.

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

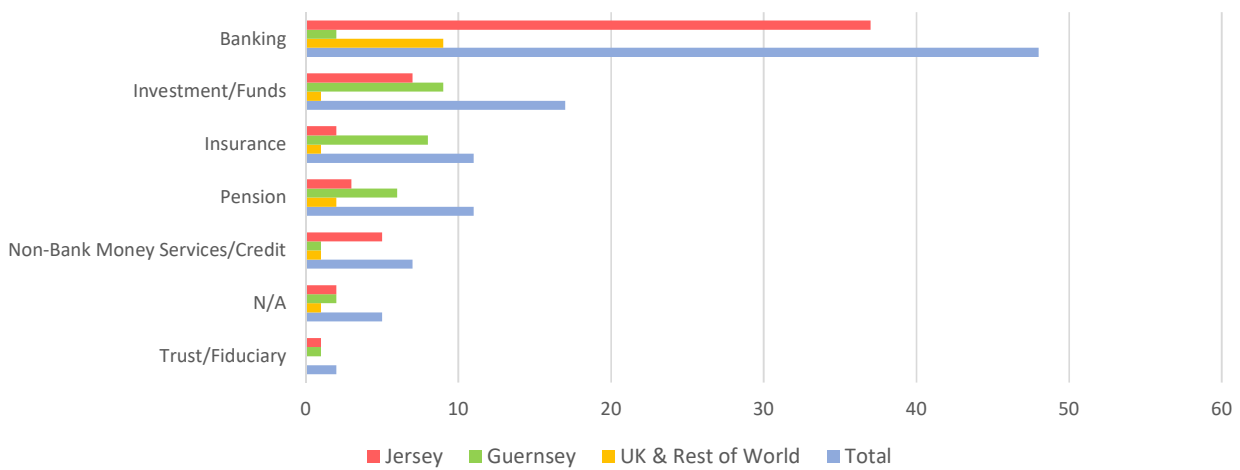
Q1 Complaints - Location of Complainants



Q1 Complaints - Location from where the financial services were provided



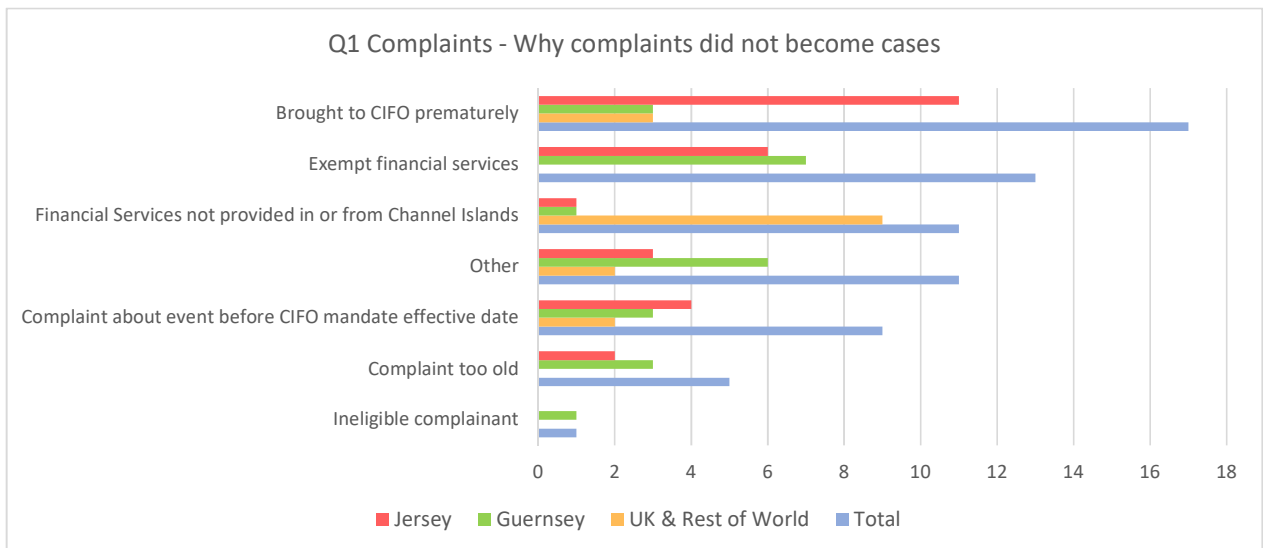
Q1 Complaints - Sector of business activity



Reasons for the 67 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	11	41%	3	13%	3	19%	17	25%
Complaint too old	2	7%	3	13%	0	0%	5	7%
Financial Services not provided in or from Channel Islands	1	4%	1	4%	9	56%	11	16%
Exempt financial services	6	22%	7	29%	0	0%	13	19%
Complaint about event before CIFO mandate effective date	4	15%	3	13%	2	13%	9	13%
Ineligible complainant	0	0%	1	4%	0	0%	1	1%
Other	3	11%	6	25%	2	13%	11	16%
Total reasons	27	100%	24	100%	16	100%	67	100%

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



Closed Complaints by Outcome		
Complaint out of CIFO's mandate	67	73%
Complaint withdrawn by complainant after coming to CIFO	9	10%
Case Files Mediated in Favour of Complainant	7	8%
- Compensation less than FSP offer	0	
- Compensation the same as FSP offer	2	
- Compensation more than FSP offer	5	
Case Files Mediated in Favour of FSP	3	3%
Cse Files Determined in Favour of Complainant	4	4%
- Compensation less than FSP offer	0	
- Compensation the same as FSP offer	1	
- Compensation more than FSP offer	3	
Case Files Determined in Favour of FSP	2	2%
Total Closed Complaints	92	100%

Type of Complainant - Complaints Opened in Period		
Type	Number	Percentage
Individual (Consumer)	98	97%
Individual (Trustee)	3	3%
Other	0	0%
Microenterprise	0	0%
Charity	0	0%
Total	101	100%

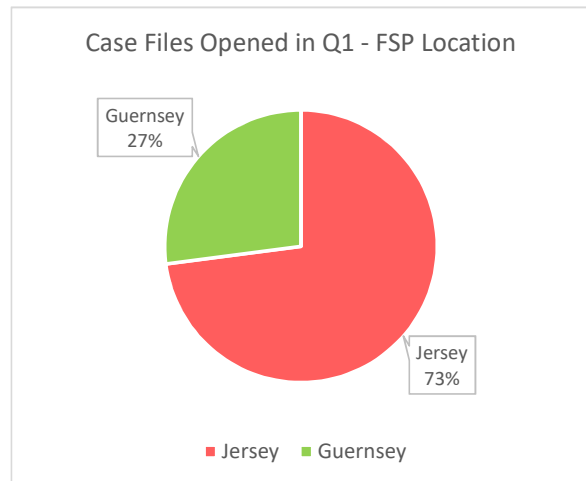
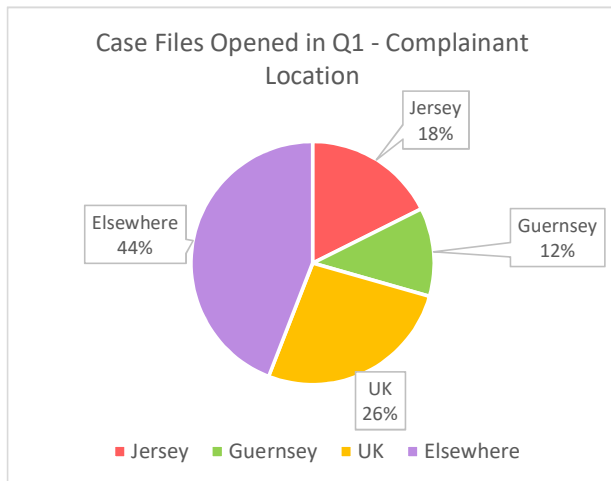
II: ANALYSIS OF CASE FILES

Period Analysis (Q1 2019)	
Opening Case File Inventory as at 1 January 2019	228
Case Files Opened in Q1 2019	34
Case Files Closed in Q1 2019	24
Net Period Change in Case File Inventory	+10
End of Period Case File Inventory as at 31 March 2019	238

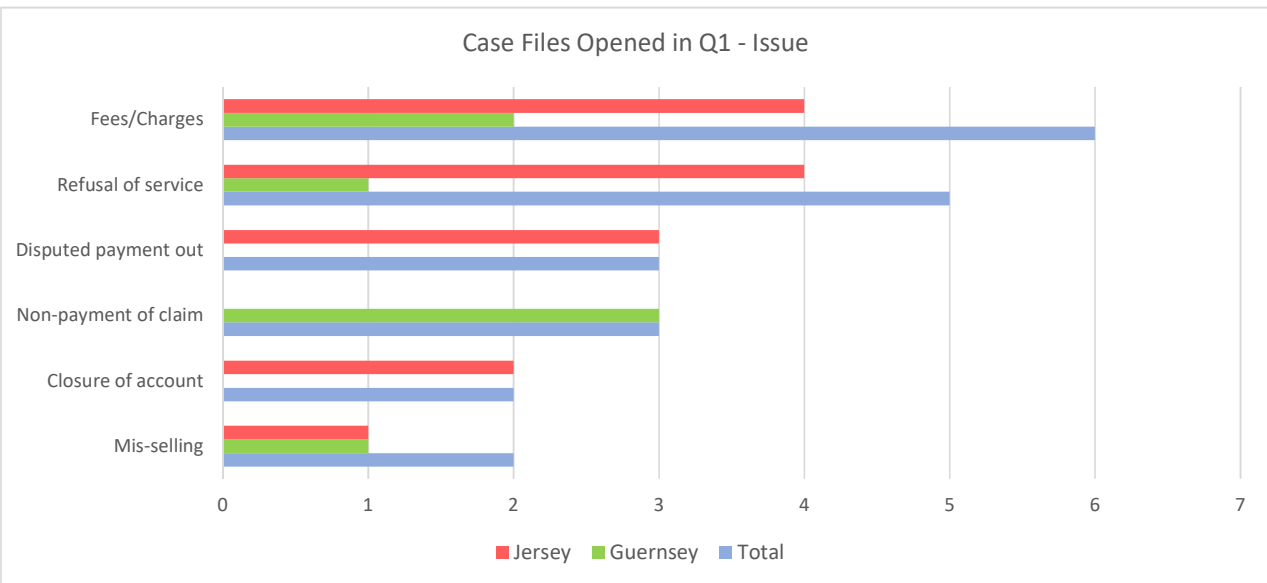
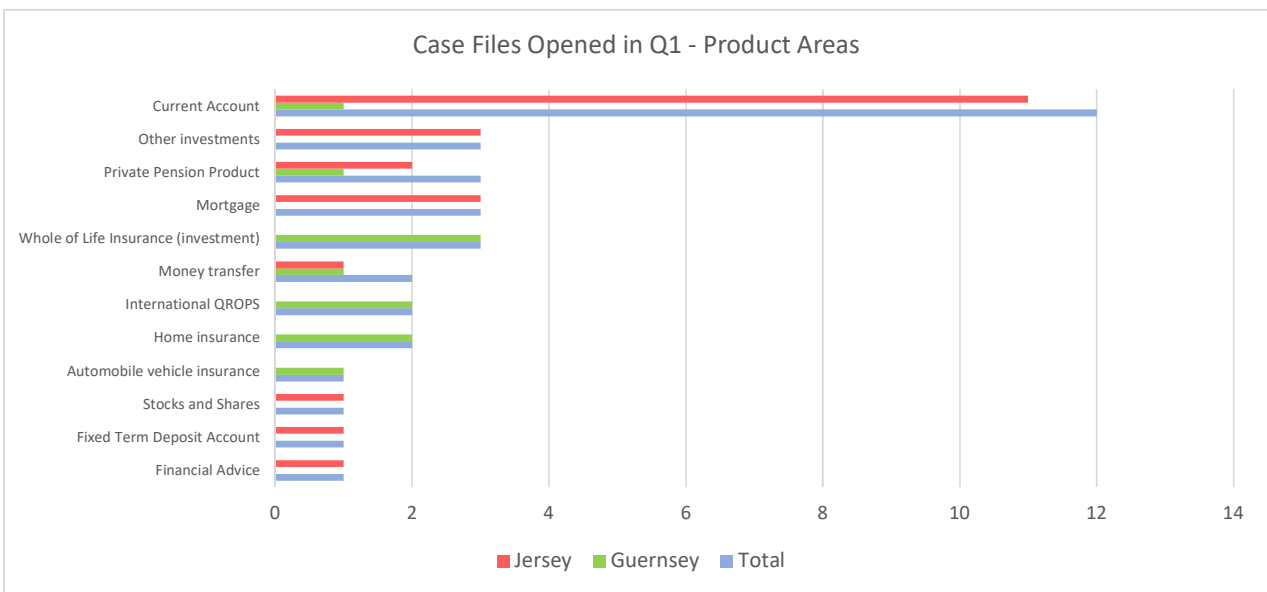
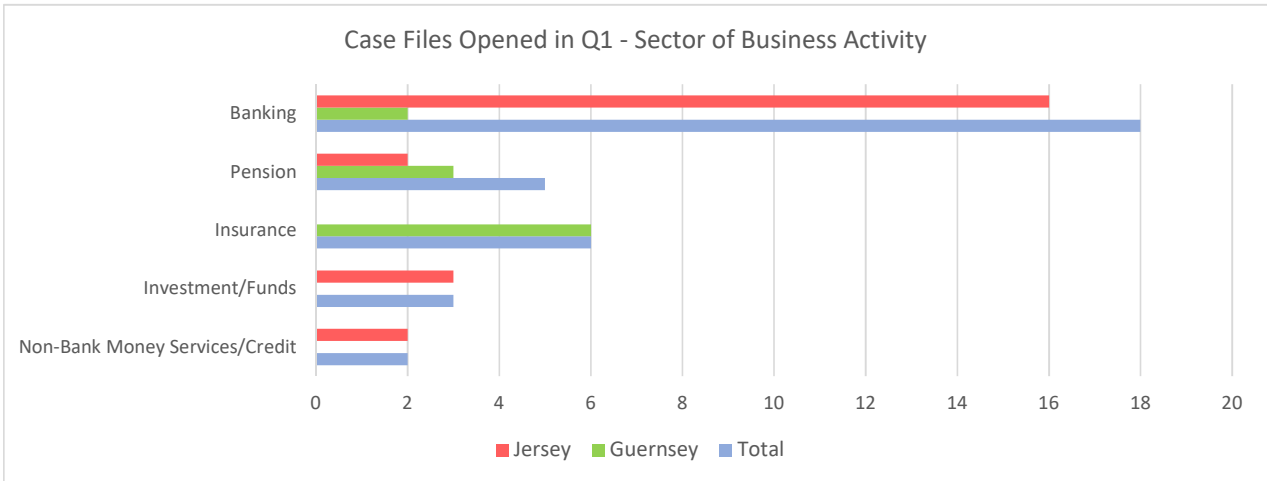
Cumulative Analysis (2019 year to date)	
Opening Case File Inventory as at 1 January 2019	228
Case Files Opened 2019 year to date	34
Case Files Closed 2019 year to date	24
End of Period Case File Inventory as at 31 March 2019	238

CASE FILE HIGHLIGHTS

- Of the 10 case files closed by mediation in Q1 2019, 70% (7) were mediated in favour of the complainant, with 71% (5) receiving compensation higher than the FSP's original offer and 29% (2) receiving the same level or less compensation than originally offered. 30% (3) of case files were mediated in favour of the FSP.
- Of the 6 case files closed by determination in Q1 2019, 66% (4) were determined in favour of the complainant, with 75% (3) receiving compensation higher than the FSP's original offer. 2 case files were determined in favour of the FSP.
- Of the 34 case files opened in Q1 2019, 18% (6) involve a Jersey-based complainant, 12% (4) involve a Guernsey-based complainant, 26% (9) involve a UK-based complainant, and 44% (15) involve a complainant from elsewhere.



CASE FILE DATA



CASE FILE HIGHLIGHTS (CONTINUED)

- Of the 34 case files opened by CIFO in Q1 2019, 35% (12) related to current accounts, 9% (3) related to other investments. The remaining 19 case files were in relation to 10 other product types.
- Poor administration or delay was the most common issue, occurring in 38% (13) of the case files opened by CIFO this quarter.
- Fees and charges and refusal of service were the second most common issues, represented in 18% (6) and 15% (5) of case files respectively.

Q1 Case Files - Top Product Areas		
Product	Number	Percentage
Current Account	12	35%
Other Investments	3	9%
Private Pension Product	3	9%

Q1 Case Files - Top Issues		
Issue	Number	Percentage
Poor administration or delay	13	38%
Fees/Charges	6	18%
Refusal of Service	5	15%
Disputed payment out	3	9%