

## CIFO PUBLIC COMPLAINT STATISTICS - Q2 2020

These statistics cover the work of the Channel Islands Financial Ombudsman (CIFO) for the three months ended 30 June 2020 (Q2 2020)

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 (Q2 2020)	
Complaints on hand at start of the period	257
Complaints opened during the period	89
Complaints closed during the period	47
Net change in number of complaints on hand	+42
Complaints on hand at the end of the period	299

Cumulative Analysis (2020 Year to Date)	
Complaints on hand at start of 2020	276
Total Complaints Received	197
Total Complaints Closed	174
Complaints on hand at the end of the period	299

#### Q2 COMPLAINT HIGHLIGHTS

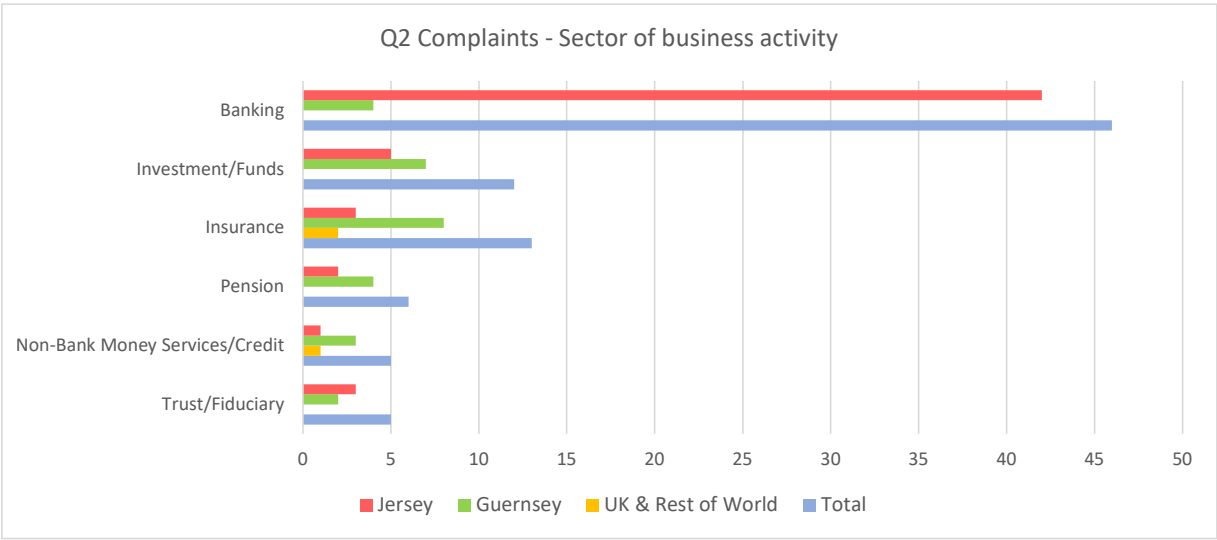
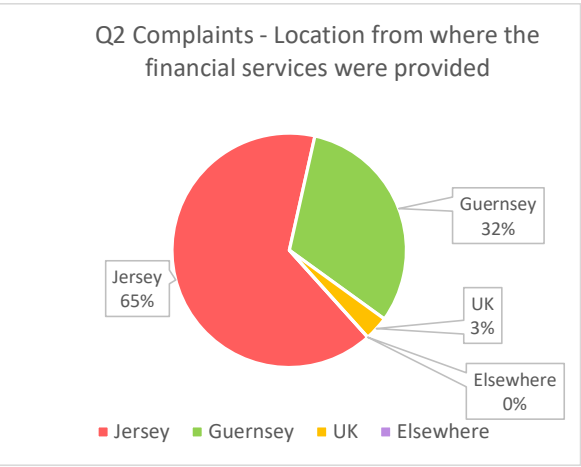
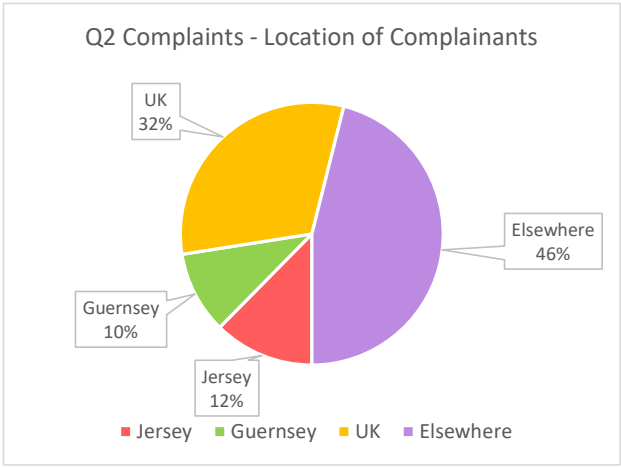
##### Of the 47 closed in Q2 2020

- 30% (14) could not be dealt with as they were outside the scope of CIFO's mandate as set by law;
- 9% (4) were determined by the Ombudsman;
- 49% (23) were successfully mediated by case handlers;
- 13% (6) were withdrawn by the complainant after coming to CIFO.

##### Of the 14 out-of-mandate complaints:

- 43% (6) were brought to CIFO prematurely;
- 7% (1) were in relation to complaints that were too old;
- No complaints were about events before the start date set by law (1 January 2010 for Jersey and 2 July 2013 for Guernsey, Alderney and Sark);
- 21% (3) related to financial services that are excluded by law from CIFO's mandate;
- 7% (1) related to financial services that were not provided in or from the Channel Islands;
- 7% (1) were brought to CIFO by ineligible complainants;
- 14% (2) were out-of-mandate for other reasons. (no evidence of compensable loss to be awarded by CIFO)

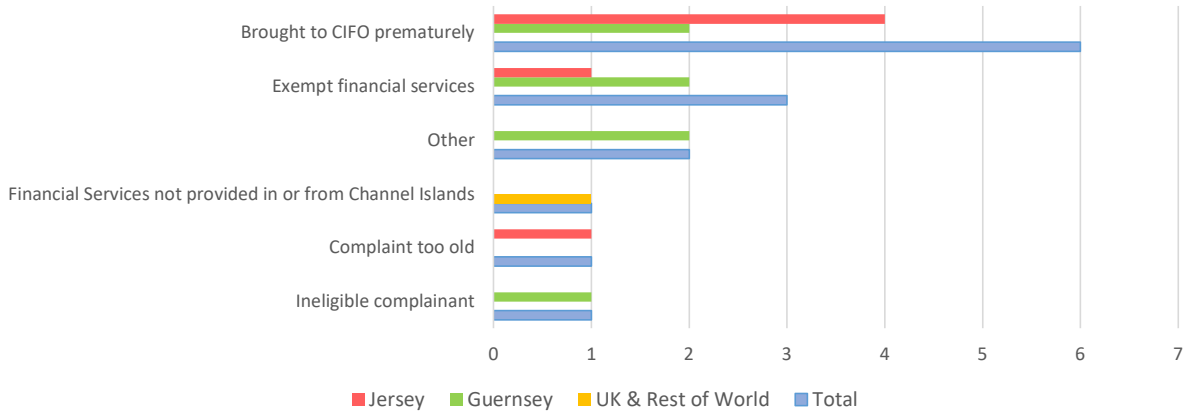
<sup>[1]</sup> Please note some complaints may have been out of mandate for more than one reason.



Reasons for the 14 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	14	29.79%	2	29%	0	0%	6	43%
Complaint too old	4	8.51%	0	0%	0	0%	1	7%
Financial Services not provided in or from Channel Islands	23	48.94%	0	0%	1	100%	1	7%
Exempt financial services	6	12.77%	2	29%	0	0%	3	21%
Complaint about event before CIFO mandate effective date	0	0%	0	0%	0	0%	0	0%
Ineligible complainant	0	0%	1	14%	0	0%	1	7%
Other	0	0%	2	29%	0	0%	2	14%
<b>Total reasons</b>	<b>47</b>	<b>100%</b>	<b>7</b>	<b>100%</b>	<b>1</b>	<b>100%</b>	<b>14</b>	<b>100%</b>

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

### Q2 Complaints - Why complaints did not become cases



Closed Complaints by Outcome		
Complaint out of CIFO's mandate	14	30%
Complaint withdrawn by complainant after coming to CIFO	6	13%
<b>Case Files Mediated in Favour of Complainant</b>	<b>13</b>	<b>28%</b>
- Compensation less than FSP offer	0	
- Compensation the same as FSP offer	5	
- Compensation more than FSP offer	8	
<b>Case Files Mediated in Favour of FSP</b>	<b>10</b>	<b>21%</b>
<b>Case Files Determined in Favour of Complainant</b>	<b>2</b>	<b>4%</b>
- 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>	<b>2</b>	<b>4%</b>
<b>Total Closed Complaints</b>	<b>47</b>	<b>100%</b>

Type of Complainant - Complaints Opened in Period		
Type	Number	Percentage
Individual (Consumer)	80	90%
Individual (Trustee)	1	1%
Other	0	0%
Microenterprise	8	9%
Charity	0	0%
<b>Total</b>	<b>89</b>	<b>100%</b>

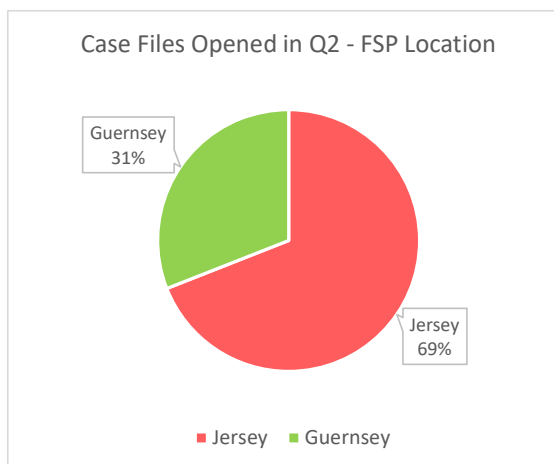
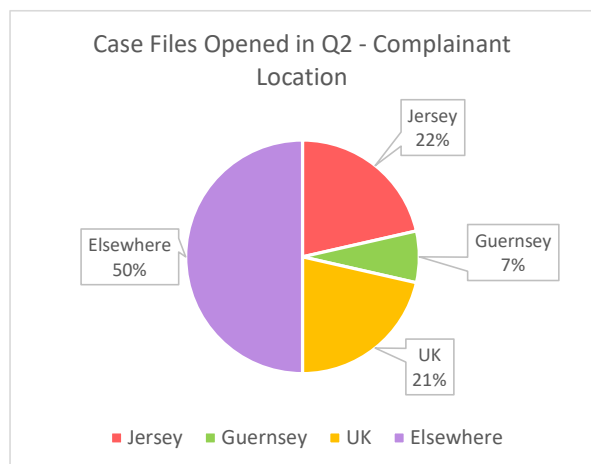
## II: ANALYSIS OF CASE FILES

Period Analysis (Q2 2020)	
Opening Case File Inventory as at 1 April 2020	189
Case Files Opened in Q2 2020	42
Case Files Closed in Q2 2020	29
Net Period Change in Case File Inventory	+13
End of Period Case File Inventory as at 30 June 2020	202

Cumulative Analysis (2020 year to date)	
Opening Case File Inventory as at 1 January 2020	203
Case Files Opened 2020 year to date	75
Case Files Closed 2020 year to date	76
End of Period Case File Inventory as at 30 June 2020	202

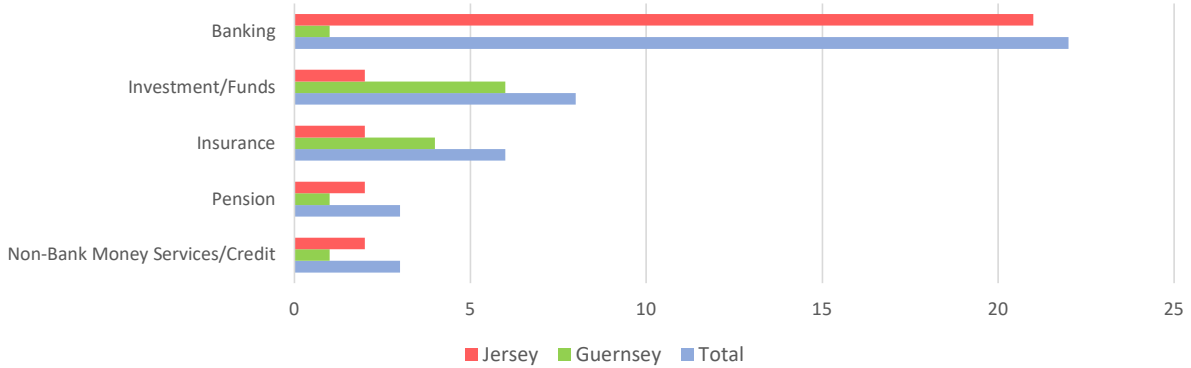
### CASE FILE HIGHLIGHTS

- Of the 23 case files closed by mediation in Q2 2020, 57% (13) were mediated in favour of the complainant, with 62% (8) receiving compensation higher than the FSP's original offer and 38% (5) receiving the same level or less compensation than originally offered. 43% (10) of case files were mediated in favour of the FSP.
- Of the 4 case files closed by determination in Q2 2020, 50% (2) were determined in favour of the complainant, with 100% (2) receiving compensation higher than the FSP's original offer. 2 case files were determined in favour of the FSP.
- Of the 42 case files opened in Q2 2020, 22% (9) involve a Jersey-based complainant, 7% (3) involve a Guernsey-based complainant, 21% (9) involve a UK-based complainant, and 50% (21) involve a complainant from elsewhere.

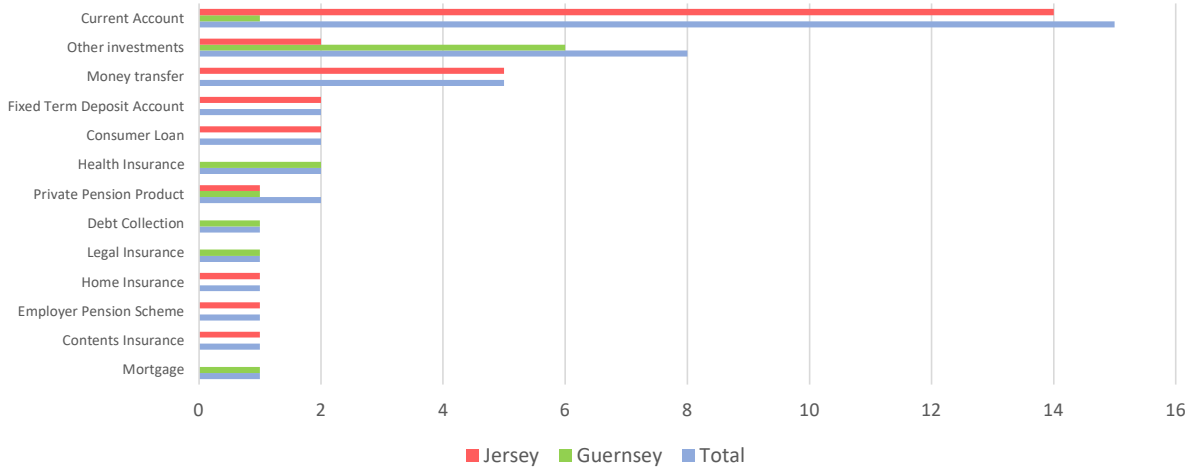


# CASE FILE DATA

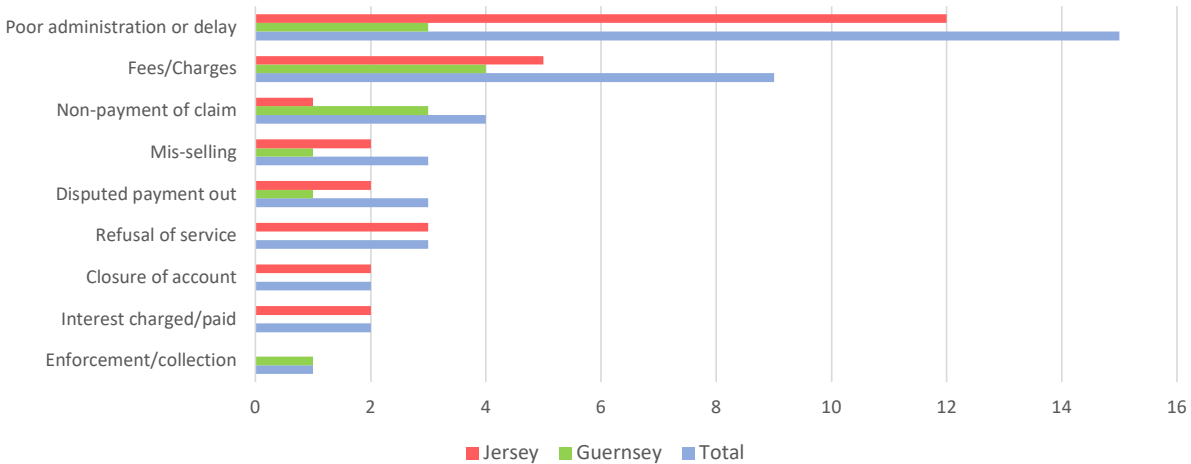
## Case Files Opened in Q2 - Sector of Business Activity



## Case Files Opened in Q2 - Product Areas



## Case Files Opened in Q2 - Issue



CASE FILE HIGHLIGHTS (CONTINUED)

- Of the 42 case files opened by CIFO in Q2 2020, 36% (15) related to current accounts, 19% (8) related to other investments, and 12% (5) related to money transfers. The remaining 14 case files were in relation to 10 other product types.
- Poor administration or delay was the most common issue, occurring in 36% (15) of the case files opened by CIFO this quarter.
- Fees and charges and non-payment of claims were the second most common issues, represented in 21% (9) and 10% (4) of case files respectively.

Q2 Case Files - Top Product Areas		
Product	Number	Percentage
Current Account	15	36%
Other investments	8	19%
Money transfer	5	12%

Q2 Case Files - Top Issues		
Issue	Number	Percentage
Poor administration or delay	15	36%
Fees/Charges	9	21%
Non-payment of claim	4	10%