A SUMMARY OF

HOW WE DETERMINE IF A COMPLAINT IS WITHIN CIFO'S MANDATE

Were the financial services provided in or from the Channel Islands of Jersey, Guernsey, Alderney or Sark?

NO → CIFO will **not** be able review the complaint

YES ↓

Are the financial services provided within CIFO's mandate?

NO → CIFO will **not** be able review the complaint

YES ↓

Are the timing conditions satisfied?

NO → CIFO will **not** be able review the complaint

YES ↓

Is the complainant eligible?

NO → CIFO will **not** be able review the complaint

YES ↓

CIFO will proceed with its review of the complaint