

## CIFO ANNUAL COMPLAINTS STATISTICS - 2024

These statistics cover the work of the Channel Islands Financial Ombudsman (CIFO) for the period between 1st January 2024 and 31st December 2024.

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 been, or is being considered in another forum such as a court or if the complainant has not suffered any compensable loss.

Please note that some percentages may not add up to 100% due to rounding.

## ANALYSIS OF COMPLAINTS REFERRED TO CIFO

This section provides information concerning complaints, which are all complaints that have been received whether they are ultimately deemed within CIFO's mandate or not.

Period Analysis (2024)	
Opening Complaints Inventory as at 1 January 2024	232
Complaints Opened in 2024	577
Complaints Closed in 2024	565
Net Period Change in Complaints Inventory	12
End of Period Complaints Inventory as at 31 December 2024	244

### 2024 COMPLAINT HIGHLIGHTS

#### Of the 565 complaints closed in 2024:

- 60% (340) became cases for CIFO to investigate;
- 31% (174) could not be dealt with as they were outside the scope of CIFO's mandate as set by law;
- 7% (37) were settled by the financial service provider (FSP) prior to CIFO's engagement;
- 2% (14) were withdrawn by the complainant after coming to CIFO.

#### Of the 174 out-of-mandate complaints:

- 35% (66) were brought to CIFO prematurely;
- 28% (52) related to financial services that are excluded by law from CIFO's mandate;
- 21% (39) related to financial services that were not provided in or from the Channel Islands;
- 5% (9) there was a delay in referral to CIFO;
- 3% (6) complaints were brought to CIFO by ineligible complainants;
- 3% (6) were out-of-mandate for other reasons;
- 3% (5) were out-of-mandate as they were too old;
- 3% (5) complaints were about events before CIFO's mandate was effective (1 January 2010 for Jersey, 2 July 2013 for Guernsey).

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

Table 1: Complaints Received - Location of Financial Service Provider

Location	Total	%
Jersey	294	51%
Guernsey	222	38%
UK & Rest of World	61	11%
Grand Total	577	100%

This table provides detailed information concerning all complaints about FSPs that have been received by CIFO whether or not they are ultimately confirmed as falling within CIFO’s statutory mandate. Of the 577 complaints received by CIFO in 2024, 89% were against FSPs operating in or from the Channel Islands, and 11% were against FSPs that operated in or from the UK or the rest of the world. When CIFO receives a complaint against an FSP operating outside the Channel Islands, it will be referred to the most appropriate financial ombudsman service or regulator within that jurisdiction.

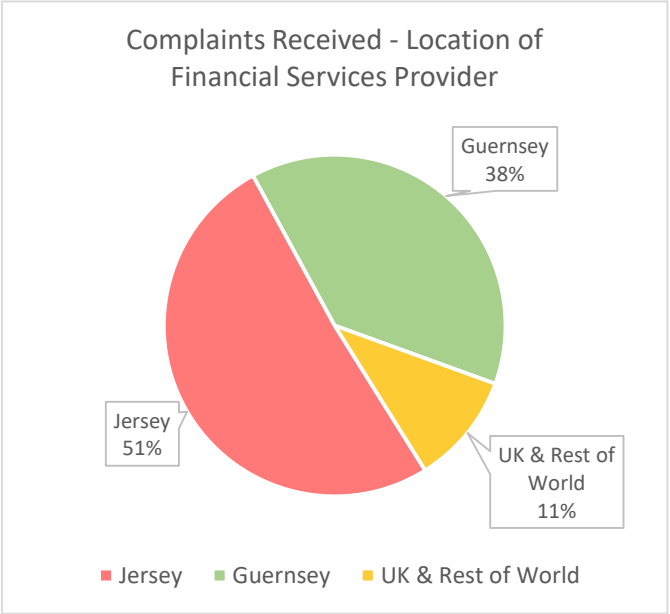


Table 2: Complaints Received - Location of Complainants

Location	Total	%
UK & Rest of World	400	69%
Jersey	114	20%
Guernsey	63	11%
Grand Total	577	100%

CIFO receives complaints from anywhere in the world. Of the 577 complaints received by CIFO in 2024, 31% were from complainants residing in the Channel Islands and 69% were from complainants residing in the UK or the rest of the world.

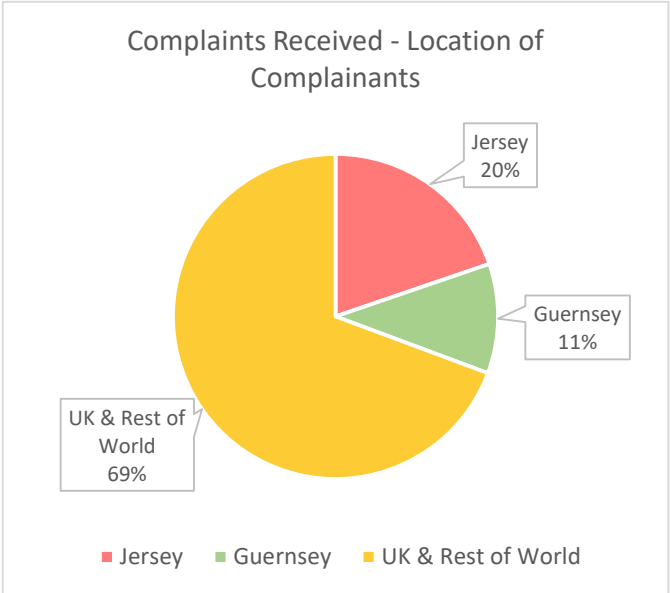
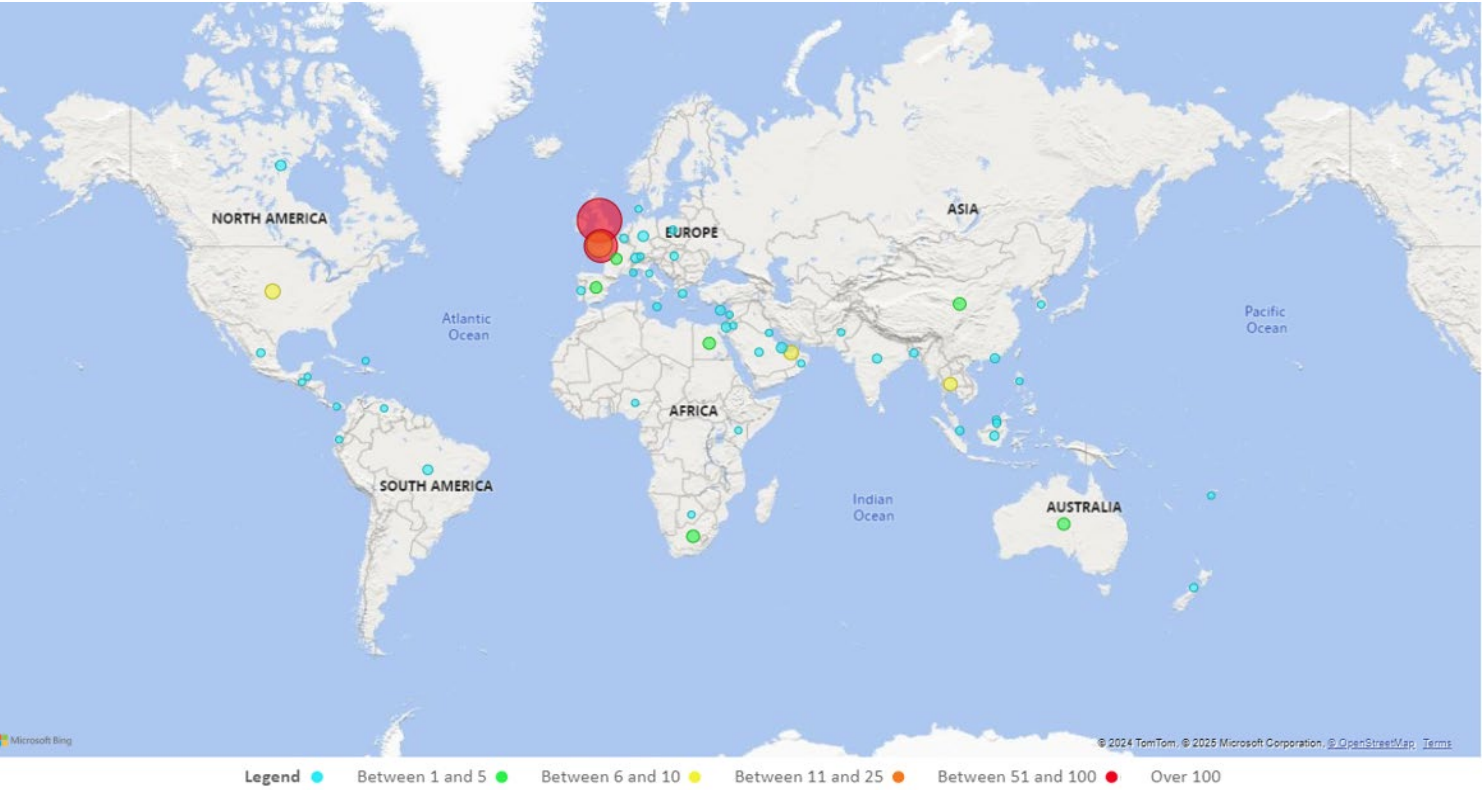


Table 3: Complaints Received - Type and Origin of Complainants

Of the 577 complaints received by CIFO in 2024, 96% were from consumers, 3% were from microenterprises, 1% were from enterprises, <1% were from charities, and 0% were from trustees.

Type	Jersey		Guernsey		UK & Rest of World		Total	
	Number	%	Number	%	Number	%	Number	%
Consumer	107	94%	53	84%	392	98%	552	96%
Microenterprise	6	5%	7	11%	6	2%	19	3%
Enterprise	1	1%	1	2%	2	1%	4	1%
Charity	0	0%	2	3%	0	0%	2	<1%
Trustee	0	0%	0	0%	0	0%	0	0%
Grand Total	114	100%	63	100%	400	100%	577	100%

The heat map and table below demonstrate the international nature of CIFO’s complainants in 2024 and highlights the global reach of the Channel Islands’ financial sectors.



Jurisdiction	Number	Jurisdiction	Number	Jurisdiction	Number
United Kingdom	222	Switzerland	4	Turks and Caicos Islands	1
Jersey	114	India	3	Oman	1
Bailiwick of Guernsey	63	Indonesia	3	Guatemala	1
United States of America	15	Hong Kong SAR (China)	3	Kenya	1
United Arab Emirates	14	New Zealand	2	Botswana	1
Thailand	11	Brunei Darussalam	2	Lebanon	1
China	9	Saudi Arabia	2	Nigeria	1
South Africa	9	Bangladesh	2	Philippines	1
Egypt	8	Belgium	2	Ecuador	1
Australia	8	Mexico	2	Venezuela	1
Spain	7	Malta	2	Belize	1
France	6	Portugal	2	Jordan	1
Germany	5	Poland	2	Panama	1
Canada	5	Greece	2	Italy	1
Qatar	5	Malaysia	2	Fiji	1
Israel	4	Singapore	2	Korea (Republic of)	1
Taiwan (Province of China)	4	Hungary	2	Monaco	1
Cyprus	4	Denmark	1	Liechtenstein	1
Brazil	4	Kuwait	1	Pakistan	1

The columns in Tables 4, 5 and 6 show the location from where the financial services were provided.

Table 4: Complaints Received - Sector of Business Activity

Sector	Jersey		Guernsey		UK & Rest of World		Total	
	Number	%	Number	%	Number	%	Number	%
Banking	246	84%	38	17%	15	25%	299	52%
Insurance	5	2%	155	70%	17	28%	177	31%
Not Financial Services Related	6	2%	4	2%	22	36%	32	6%
Pensions	19	6%	10	5%	2	3%	31	5%
Non-Bank Money Services/Credit	13	4%	6	3%	3	5%	22	4%
Investment/Funds	5	2%	9	4%	2	3%	16	3%
Grand Total	294	100%	222	100%	61	100%	577	100%

Of the 577 complaints received by CIFO in 2024, 52% related to the banking sector. The relative proportions by location varied widely with Jersey having 84% of it's complaints about the banking sector but only 17% in Guernsey. This contrasts significantly with the second most prevalent sector, insurance - which accounted for 31% of the overall total - but accounted for 70% of the complaints in Guernsey and only 2% in Jersey. Of the other complaints, 6% related to business activities that were not financial services related, 5% to the pensions sector, 4% to the non-bank money services/credit sector and 3% to the investments/funds sector.

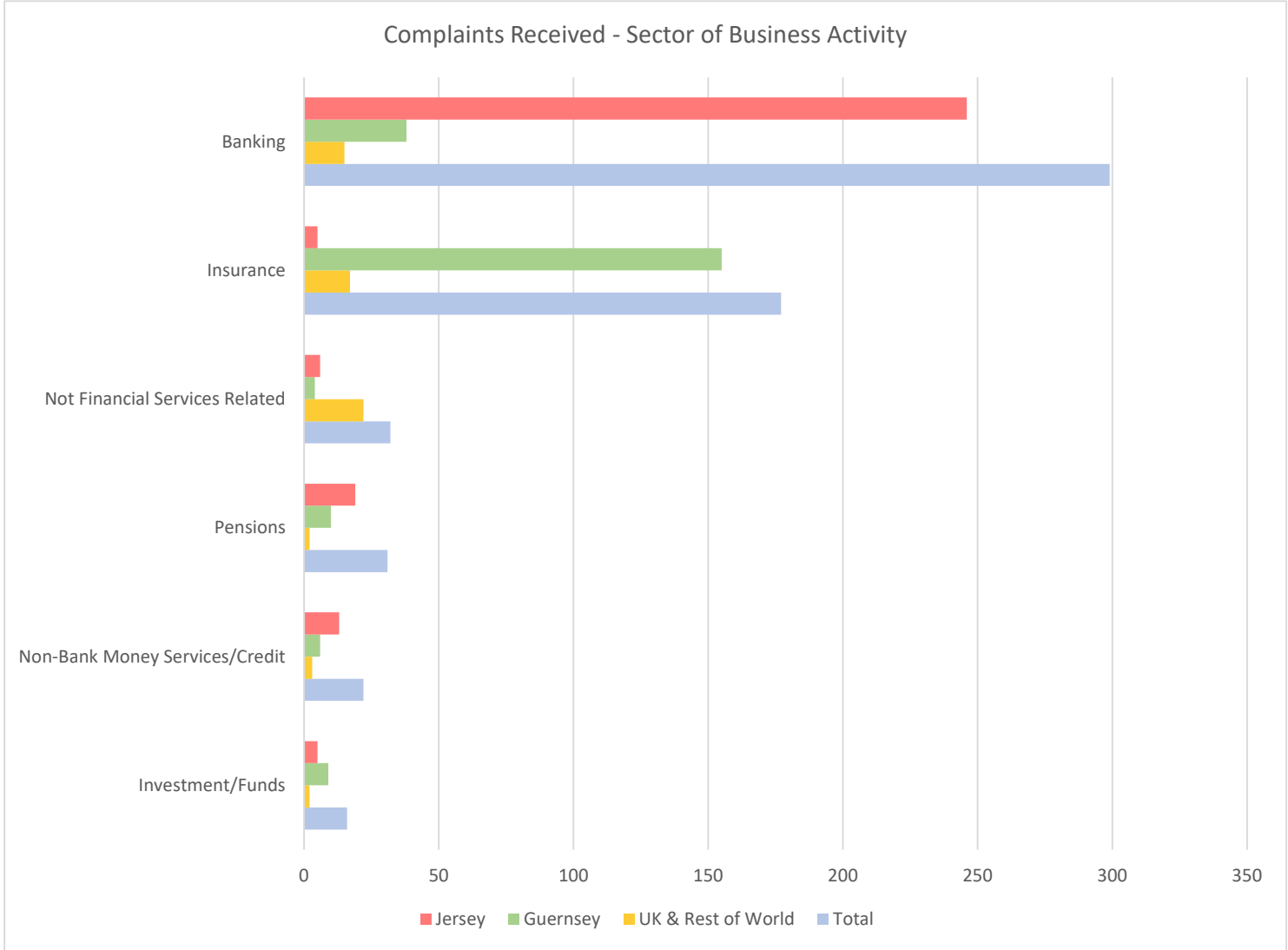


Table 5: Complaints Received That Did Not Become Cases

Reason	Jersey		Guernsey		UK & Rest of World		Total	
	Number	%	Number	%	Number	Percentage	Number	%
Rejected as Out-Of-Mandate	76	68%	41	75%	57	98%	174	77%
Settled by FSP Prior to CIFO Engagement	29	26%	8	15%	0	0%	37	16%
Withdrawn by Complainant	7	6%	6	11%	1	2%	14	6%
Grand Total	112	100%	55	100%	58	100%	225	100%

Of the 577 complaints received by CIFO in 2024, 225 complaints did not become cases reviewed by CIFO. Of those 225 complaints, 77% were rejected as falling outside of CIFO’s statutory mandate, 16% were settled by the FSP prior to CIFO’s engagement, and 6% were withdrawn by the complainant.

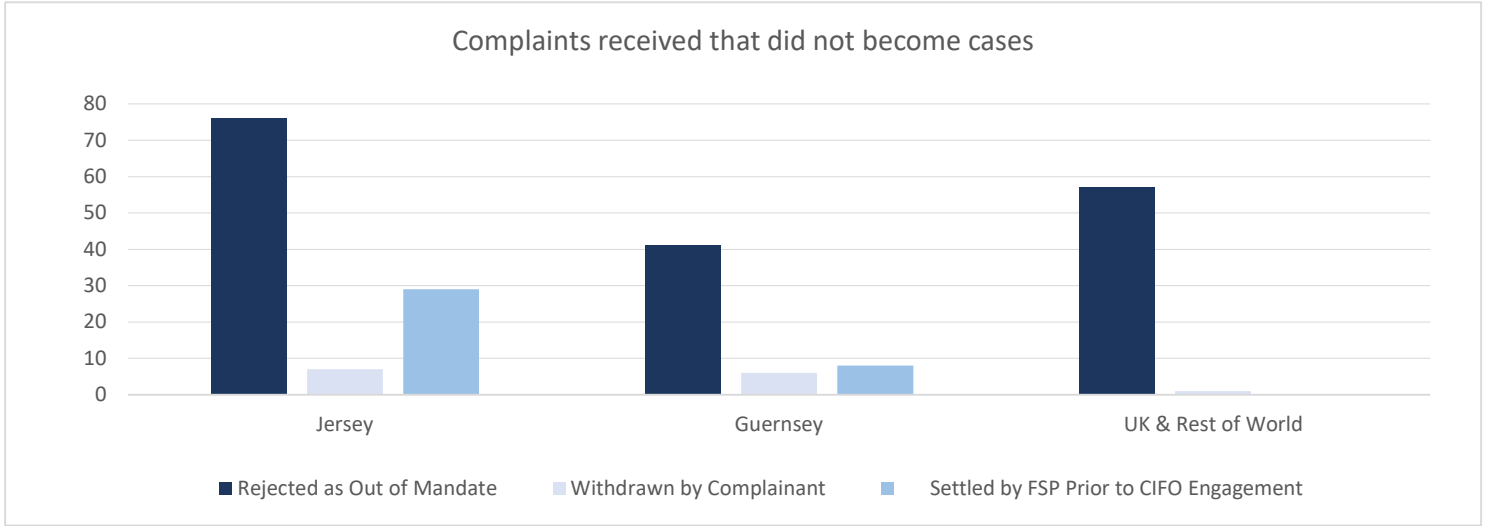
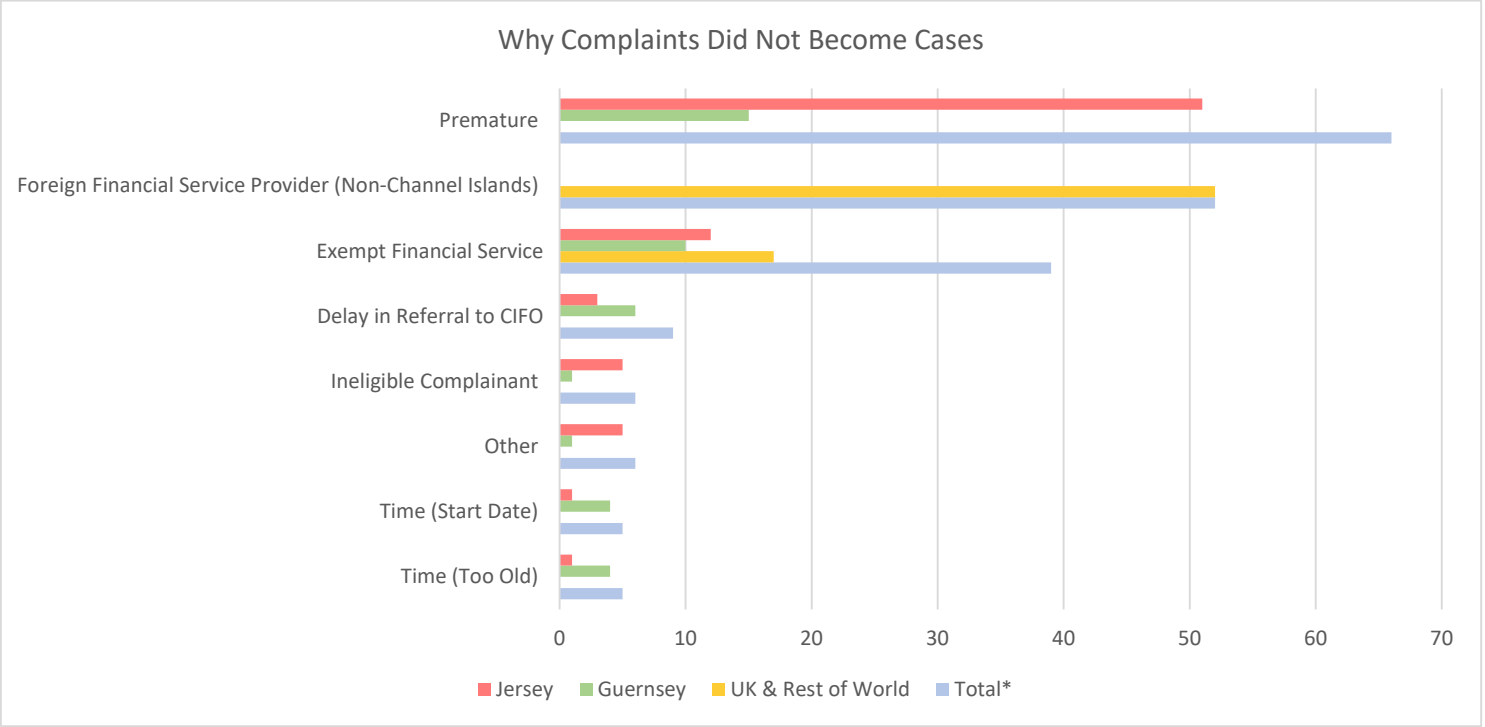


Table 6: Why Complaints Were Rejected As Out-of-Mandate (OOM)

Reasons for the 174 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	51	65%	15	37%	0	0%	66	35%
Foreign Financial Service Provider (Non-Channel Islands)	0	0%	0	0%	52	75%	52	28%
Exempt Financial Service	12	15%	10	24%	17	25%	39	21%
Delay in referral to CIFO	3	4%	6	15%	0	0%	9	5%
Ineligible Complainant	5	6%	1	2%	0	0%	6	3%
Other	5	6%	1	2%	0	0%	6	3%
Time (Start Date)	1	1%	4	10%	0	0%	5	3%
Time (Too Old)	1	1%	4	10%	0	0%	5	3%
Total - All Reasons	78	100%	41	100%	69	100%	188	100%

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

Of 174 complaints rejected as falling outside CIFO’s statutory mandate: 35% were premature complaints where the FSP had not yet been provided with an opportunity to resolve the complaint or where the complainant’s loss had not yet crystallised to establish a fair basis for an award of compensation. 28% were rejected as they related to a non-Channel Islands FSP, 21% were about exempt financial services (investment funds/fiduciary), and 5% were due to a delay in referring the complaint to CIFO. Please note some complaints may have been out-of-mandate for more than one reason.



ANALYSIS OF CASES REVIEWED BY CIFO

Period Analysis (2024)	
Opening Case Inventory as at 1 January 2024	83
Cases Opened in 2024	364
Cases Closed in 2024	340
Net Period Change in Case Inventory	24
End of Period Case Inventory as at 31 December 2024	107

2024 CASE HIGHLIGHTS

Of the 185 cases closed by mediation in 2024, 43% (79) were mediated in favour of the complainant with an additional 19% (36) upheld in part. 84% (97) received compensation higher than the FSP's original offer, 16% (18) received the same amount or less compensation than originally offered. 38% (70) of cases were mediated in favour of the FSP.

Of the 94 cases closed by final ombudsman decision in 2024, 22% (21) were in favour of the complainant with another 17% (16) upheld in part. 84% (31) received compensation of higher than the FSP's original offer, and 16% (6) received the same or less compensation than originally offered. 61% (57) cases were determined in favour of the FSP.

The remaining cases closed were settled by the FSP 8% (28), withdrawn by the complainant 5% (16), and 5% (17) were found to be out-of-mandate after further review by CIFO.

Of the 364 cases opened in 2024, 41% (152) involved a UK-based complainant, 28% (100) involved a complainant from elsewhere, 17% (63) involved a Jersey-based complainant and 14% (49) involved a Guernsey-based complainant.

Table 7: Cases Opened - Location of Financial Service Provider

Location	Total	%
Guernsey	189	52%
Jersey	173	47%
UK	2	1%
Total	364	100%

Of the 364 cases (complaints confirmed as falling within CIFO’s statutory mandate) opened in 2024, 52% were about FSPs based in Jersey and 47% were about FSPs based in Guernsey.

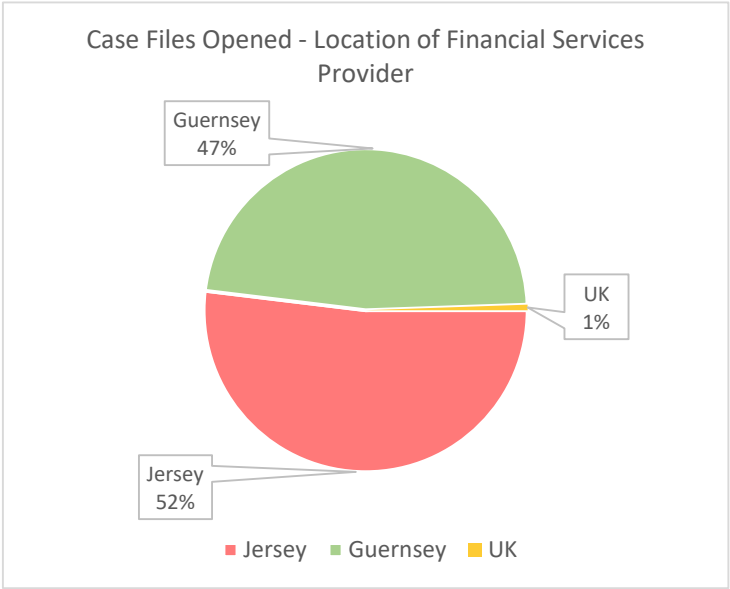
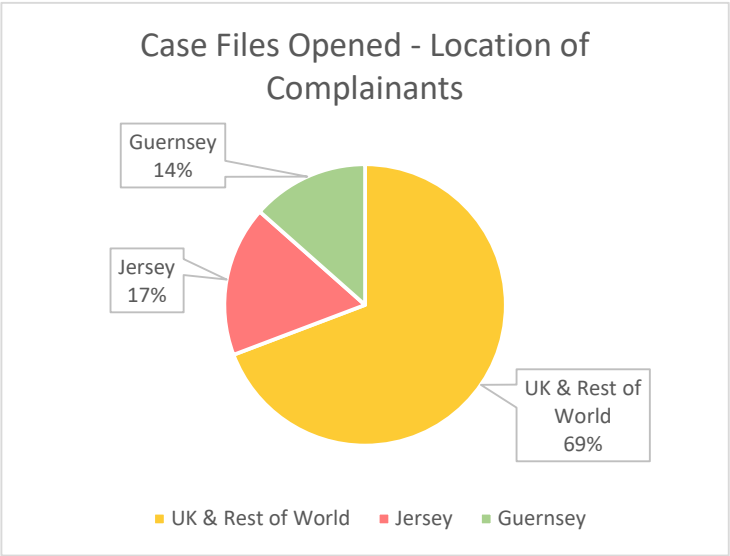


Table 8: Cases Opened - Location of Complainants

Location	Total	Percentage
UK & Rest of World	252	69%
Jersey	63	17%
Guernsey	49	14%
Total	364	100%

Of the 364 cases opened in 2024, 69% were from residents of the UK or the rest of the world, 17% were from residents of Jersey and 14% were from residents of Guernsey.



The columns in Tables 9, 10, 11, 12 and 13 each show the location from where the financial services were provided.

Table 9: Cases Opened - Sector of Business Activity

Sector	Jersey		Guernsey		UK		Total	
	Number	%	Number	%	Number	%	Number	%
Banking	155	82%	28	16%	0	0%	183	50%
Insurance	3	2%	125	72%	2	100%	130	36%
Non-Bank Money Services/Credit	10	5%	9	5%	0	0%	19	5%
Pensions	12	6%	7	4%	0	0%	19	5%
Investment/Funds	9	5%	4	2%	0	0%	13	4%
Total	189	100%	173	100%	2	100%	364	100%

Of the 364 cases opened in 2024, 50% were related to the banking sector. This proportion varied significantly between Jersey and Guernsey with banking complaint cases comprising 82% in Jersey but only 16% in Guernsey. In contrast, the insurance sector accounted for 36% of all opened cases with the majority, 72% in Guernsey and only 2% in Jersey. The non-bank money service/credit sector accounted for 5% of opened cases.

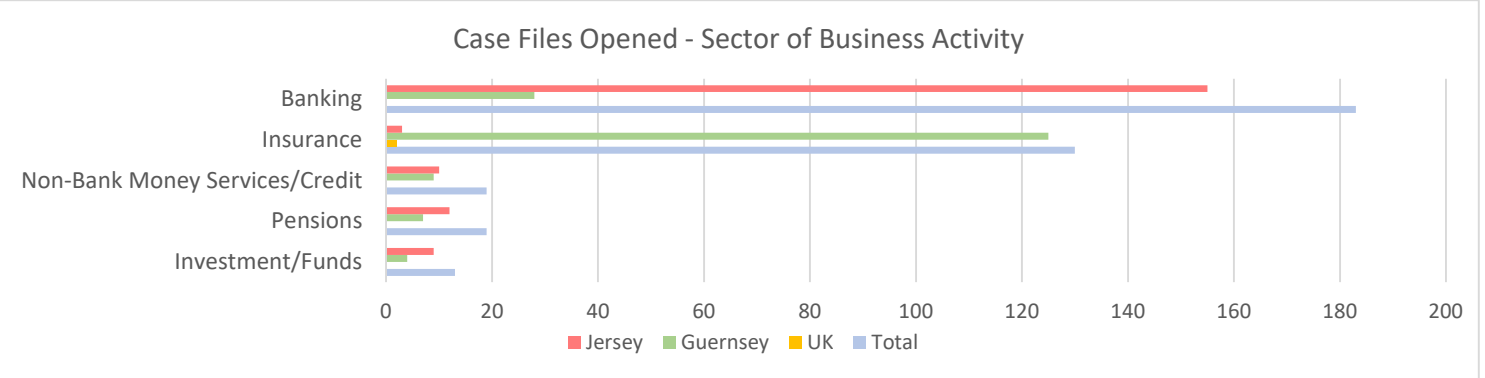


Table 10: Cases Opened - Product Areas

Product	Jersey		Guernsey		UK		Total	
	Number	%	Number	%	1	%	Number	%
Current Account	123	65%	15	9%	0	0%	138	38%
Home Emergency Insurance	0	0%	66	38%	1	50%	67	18%
Health Insurance	0	0%	31	18%	0	0%	31	9%
Other Investments	14	7%	5	3%	0	0%	19	5%
Mortgage	8	4%	7	4%	0	0%	15	4%
Private Pension Product	6	3%	7	4%	0	0%	13	4%
Other Insurance	0	0%	11	6%	0	0%	11	3%
Business Account	3	2%	7	4%	0	0%	10	3%
Consumer Loan	4	2%	4	2%	0	0%	8	2%
Home Building/Contents Insurance	1	1%	6	3%	0	0%	7	2%
Savings Account	6	3%	1	1%	0	0%	7	2%
Employer Pension Scheme	6	3%	0	0%	0	0%	6	2%
Whole of Life Insurance (Investment)	0	0%	5	3%	0	0%	5	1%
Automobile/Bike/Vehicle Insurance	1	1%	2	1%	1	50%	4	1%
Credit Card Account	2	1%	2	1%	0	0%	4	1%
Fixed Term Deposit Account	4	2%	0	0%	0	0%	4	1%
Other Non-Bank Money Services/Credit Product	3	2%	1	1%	0	0%	4	1%
Money Transfer	3	2%	0	0%	0	0%	3	1%
Debt Collection	2	1%	0	0%	0	0%	2	1%
Life Assurance Policy	1	1%	1	1%	0	0%	2	1%
Mutual Funds, Unit Trusts, Collective Investment Schemes	2	1%	0	0%	0	0%	2	1%
Business Insurance	0	0%	1	1%	0	0%	1	<1%
Legal Insurance	0	0%	1	1%	0	0%	1	<1%
Total	189	100%	173	100%	2	100%	364	100%

Of the 364 cases opened in 2024, the top three product areas were current accounts (38%), home emergency insurance (18%) and health insurance (9%),



Case Files Opened - Product

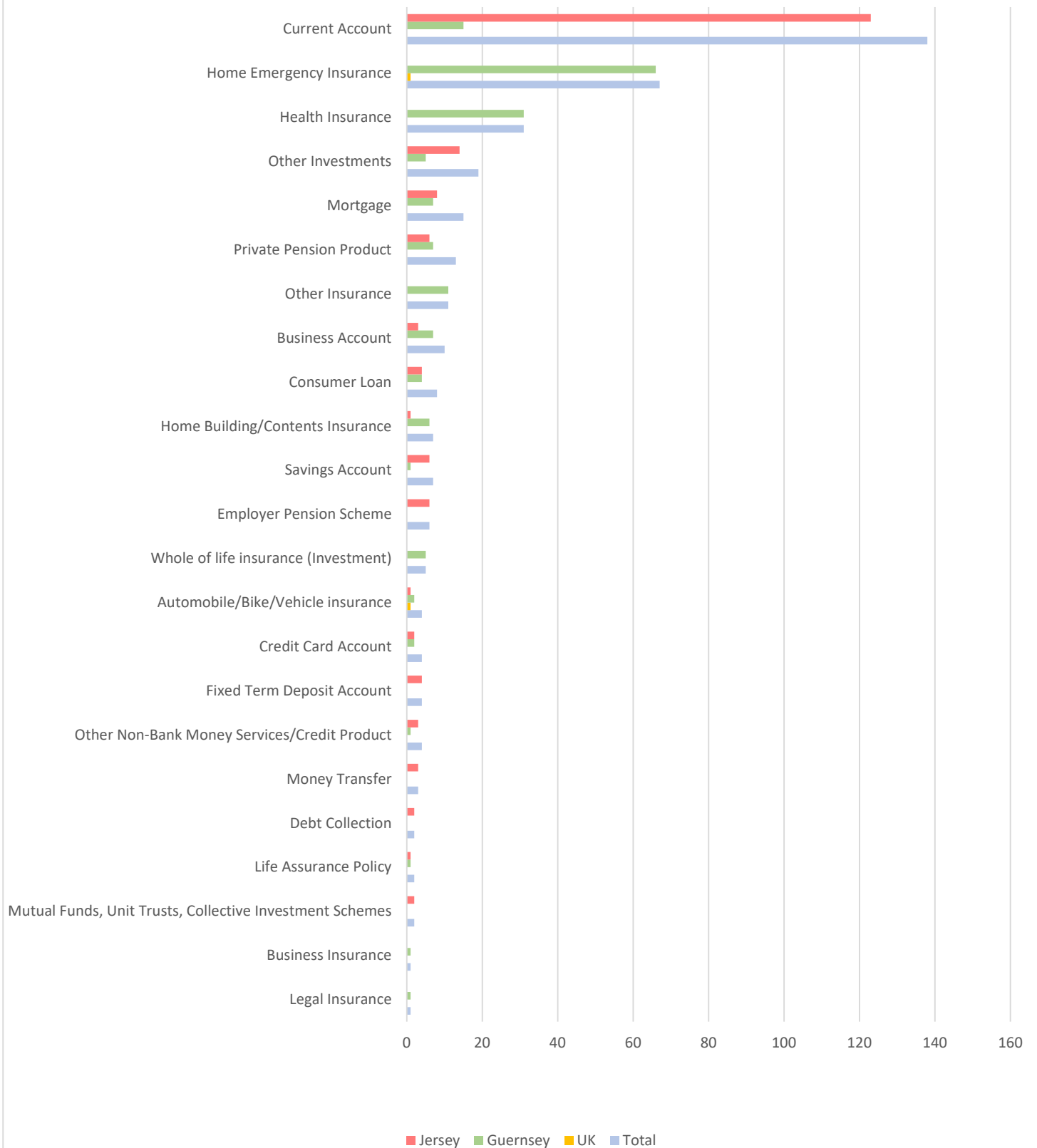


Table 11: Cases Opened - Issue

Issue	Jersey		Guernsey		UK		Total	
	Number	%	Number	%	Number	%	Number	%
Poor Administration or Delay	79	42%	41	24%	0	0%	120	33%
Fraud	48	25%	17	10%	0	0%	65	18%
Non-payment of Claim	1	1%	56	32%	0	0%	57	16%
Fees/Charges	15	8%	20	12%	1	50%	32	10%
Other Issue	11	6%	12	7%	1	50%	24	7%
Mis-selling/Unsuitable Advice	7	4%	8	5%	0	0%	15	4%
Closure of Account	6	3%	6	3%	0	0%	12	3%
Transaction Error	5	3%	3	2%	0	0%	8	2%
Interest Charged/Paid	4	2%	3	2%	0	0%	7	2%
Refusal of Service	3	2%	3	2%	0	0%	6	2%
Enforcement/Collection	4	2%	0	0%	0	0%	4	1%
Disputed Payment Out	1	1%	2	1%	0	0%	3	1%
Grant of Probate	2	1%	0	0%	0	0%	2	1%
Suitability	1	1%	1	1%	0	0%	2	1%
Suspension of Service	2	1%	0	0%	0	0%	2	1%
Power of Attorney	0	0%	1	1%	0	0%	1	0%
Total	189	100%	173	100%	2	100%	364	100%

The most common issue in the 364 cases opened in 2024 was poor administration or delay at 33%. Fraud was the second most common issue at 18% and non-payment of insurance claim was the third most common issue at 16% and arose across all insurance products.

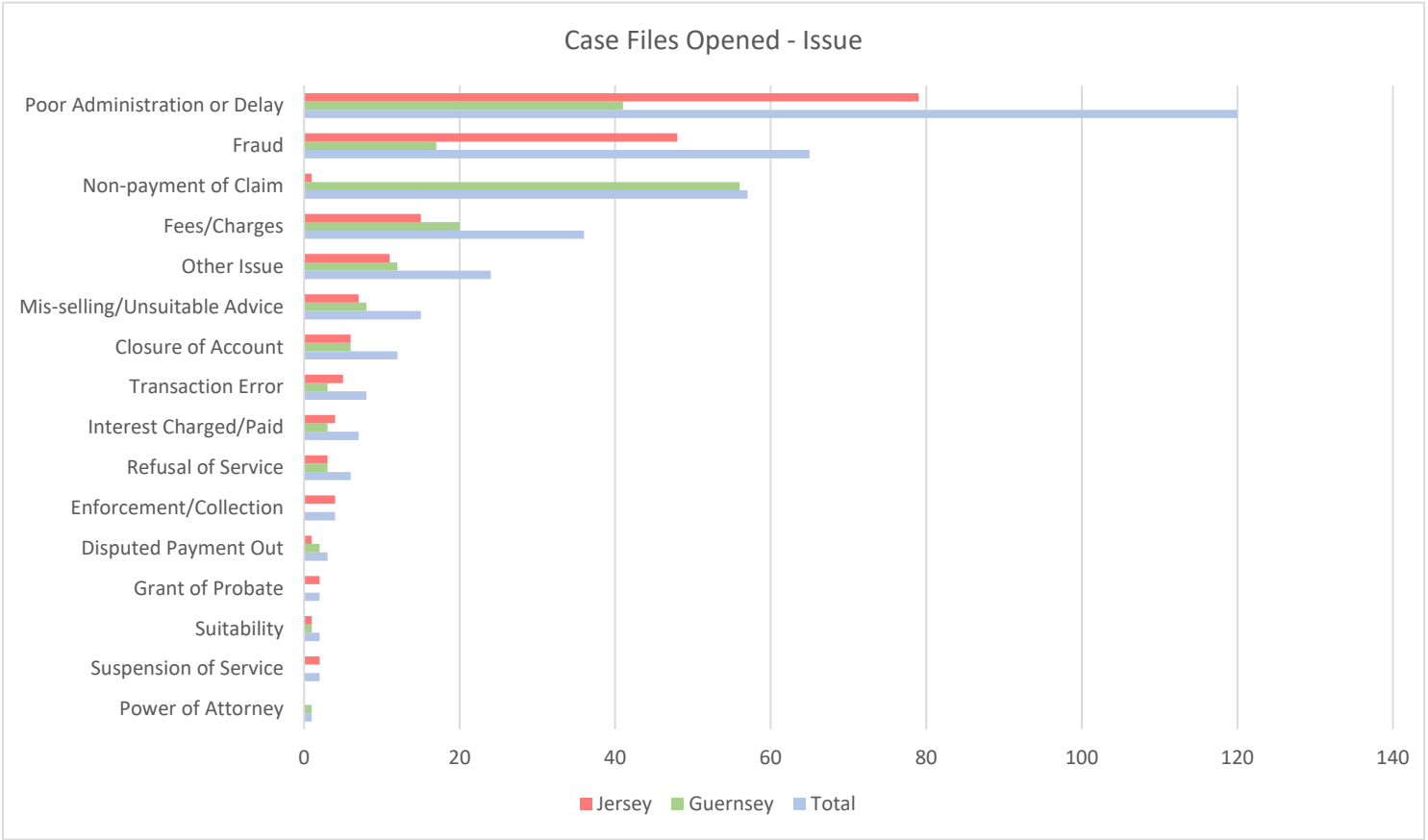


Table 12: Resolved Cases - How They Were Resolved

Reason	Jersey		Guernsey		UK		Total	
	Number	%	Number	%	Number	Percentage	Number	%
Mediated	85	52%	100	58%	0	0%	185	54%
Final Decision	54	33%	39	23%	1	25%	94	28%
Settled by FSP Post CIFO Engagement	12	7%	16	9%	0	0%	28	8%
Withdrawn by Complainant	9	6%	7	4%	0	0%	16	5%
Out-of-Mandate - 2nd Stage Rejection	3	2%	11	6%	3	75%	17	5%
Total	163	100%	173	100%	4	100%	340	100%

In 2024, CIFO closed 340 cases and resolved 54% (185) through mediation, 28% (94) through an ombudsman's final decision, and 8% (28) settled by the FSP post-CIFO's engagement. 5% (16) were withdrawn by the complainant post-CIFO's engagement and 5% (17) were considered out-of-mandate after CIFO conducted a further review of the information received.

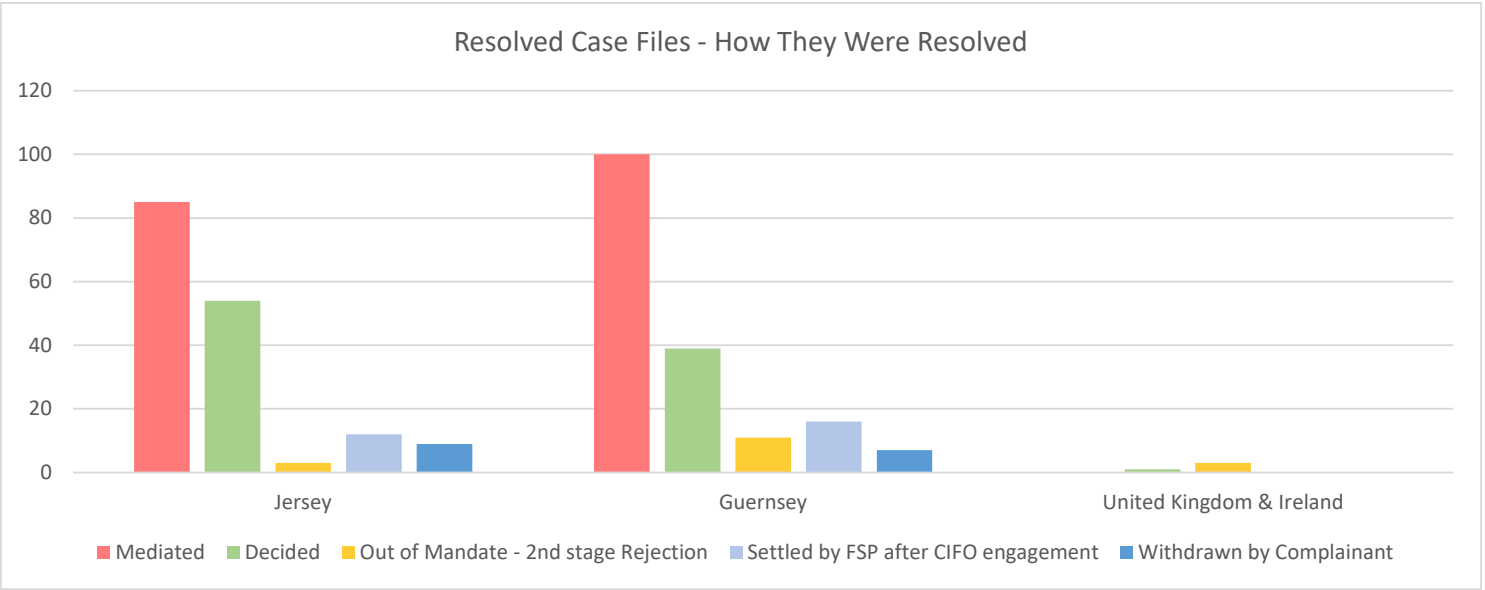


Table 13: Resolved Cases by Outcome

Type	Jersey		Guernsey		Uk & Ireland		Total	
	Number	Percentage	Number	Percentage	Number	Percentage	Number	Percentage
Cases Resolved in Favour of Complainant for More Compensation than Previously Offered by FSP	57	41%	71	51%	0	0%	128	46%
Cases Resolved in Favour of Complainant for Same or Less Compensation than Previously Offered by FSP	10	7%	13	9%	1	100%	24	9%
Cases Resolved in Favour of FSP	72	52%	55	40%	0	0%	127	46%
Total	139	100%	139	100%	1	100%	279	100%

Of the 279 cases that required a CIFO resolution in 2024 (excluding complaints that were considered settled by FSP prior to CIFO’s engagement, withdrawn by the complainant, and out of mandate after CIFO’s further review), 46% were resolved in favour of the complainant for more compensation than previously offered by the FSP. A higher proportion 51% of Guernsey cases received higher compensation than previously offered by the FSP compared with 41% in Jersey. 9% of cases were resolved in favour of the complainant, but for the same or less compensation than previously offered by the FSP and 46% were resolved in favour of the FSP.

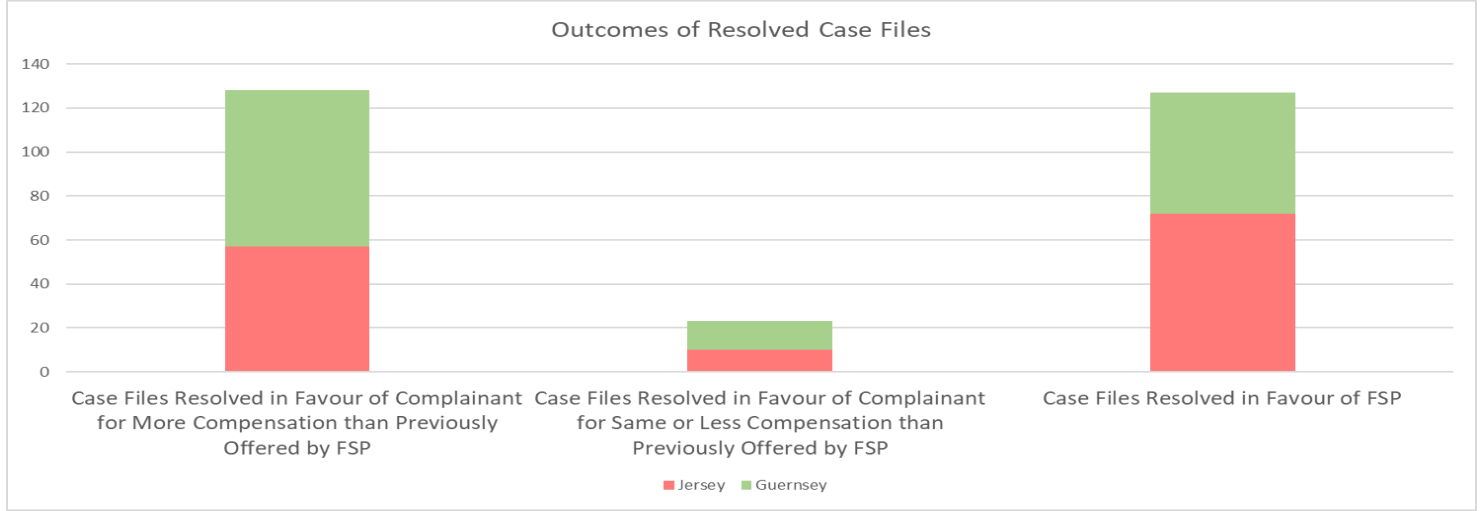


Table 14: Amounts Of Compensation CIFO Recommended or Awarded

Maximum	£126,988
Average	£5,621
Median	£508
Minimum	£50

Of the cases that were resolved in favour of the complainant and involved financial compensation, the total amount of compensation awarded was £831,686. The largest recommended award for compensation was £126,988. CIFO may recommend compensation above its £150,000 statutory limit but the FSP may choose not to pay recommended amounts beyond this limit. The average award of compensation was £5,621 with the median amount £508. The lowest amount awarded was £50.

## FIRM COMPLAINTS STATISTICS

The published summary complaints statistics relate to the period between 1st January 2024 and 31st December 2024. Note: there are numerous factors that can influence the volume and nature of complaints made against a particular FSP. These can include:

- Some financial service sub-sectors will generate more complaints than others in relation to their number of total customers.
- Some sub-sectors have more transactions (or customer interactions) per customer than others which can result in higher complaint volumes.
- Some FSPs are larger and can have more customers which can result in more complaints even if the number of complaints as a proportion of its total customer base is lower than other comparable FSPs.
- FSPs within the same sub-sector (e.g., retail banking) can have a different mix of products and services with some types of products and services being more likely to generate complaints than others (e.g., credit card accounts, current accounts with debit cards, savings accounts). It is also important to note that a higher volume of complaints does not necessarily have a negative connotation and may simply result from an FSP’s more effective signposting of its customers with unresolved complaints to its internal complaint handling and to our office.

The published firm complaints statistics summary relates to the period between 1st January 2024 and 31st December 2024. During this period, CIFO opened 577 complaints about 144 FSPs and resolved 305\* complaint cases about 55 FSPs through mediation or a binding final decision. All complaints withdrawn, settled by the FSP prior to CIFO's engagement, and those found to be outside of CIFO's statutory mandate are not included. All FSPs are identified using the legal name that CIFO was advised of at the time CIFO received the complaint and provided to the FSP for confirmation. The 2024 published data can also be viewed using CIFO's searchable webpage, [here](#).

\* Due to post-period adjustments, the comparative data table assembled in Q1 2025 may be slightly different from CIFO's overall 2024 statistical summary. This includes the removal of 2 insurance related cases from our FSP summary complaints statistics which were handled by CIFO with agreement of both parties and with Final Determinations issued, but which after further investigation were found not to fall within CIFO's statutory mandate.

FSP	FSP Jurisdiction	FSP Business Sector	Cases Settled by FSP	Cases Resolved by CIFO Mediation	Cases Resolved by CIFO Final Decision
Alpha International Life Assurance Company (Guernsey) Limited	Guernsey	Multiple*	0	1	0
Ashton General Insurance Limited	Guernsey	Insurance	0	1	0
Barclays Bank plc, Guernsey Branch	Guernsey	Banking	0	1	0
Barclays Bank plc, Jersey Branch	Jersey	Multiple*	3	6	4
Barclays Investment Funds (Channel Islands)	Jersey	Investment/Funds	1	0	0
Beauvoir Trust Limited	Guernsey	Pension	0	1	0
Beauvoir Trustees Limited	Guernsey	Pension	0	1	1
Boal & Co Pensions (Jersey) Limited	Jersey	Pension	0	1	0
Brooks Macdonald Asset Management (International) Limited, Guernsey	Guernsey	Investment/Funds	0	1	0
BWCI (Jersey) Limited	Jersey	Pension	0	1	0
CCV Risk Solutions Limited	Jersey	Insurance	0	0	1
Channel Insurance Brokers Limited	Guernsey	Insurance	0	1	0
Cherry Godfrey Finance Limited	Guernsey	Non-Bank Money	0	1	0
Cherry Godfrey Insurance Services (Gsy) Limited	Guernsey	Insurance	0	1	0
Cigna Global Insurance Company Limited	Guernsey	Insurance	4	18	10
Citibank N.A., Jersey Branch	Jersey	Multiple*	0	2	4
City & Commercial Insurance Company (PCC) Limited	Guernsey	Insurance	3	1	0
Close Finance (CI) Limited - Jersey	Jersey	Non-Bank Money	0	1	0
Concept Trustees Limited	Guernsey	Pension	0	1	0
Dominion Capital Strategies Limited	Guernsey	Investment/Funds	0	0	1
Dukes House Insurance Limited	Guernsey	Insurance	0	1	0
Equario Insurance (Guernsey) Limited	Guernsey	Insurance	1	2	0
eWealthGlobal Group Limited	Jersey	Non-Bank Money	0	1	0
GBG Insurance Limited	Guernsey	Insurance	0	0	1
General & Medical Insurance Limited	Guernsey	Insurance	0	0	2
Guernsey Home Loans Limited	Guernsey	Non-Bank Money	0	1	0
Hawk Lending Limited	Jersey	Non-Bank Money	0	1	0
Homebuyer Financial Services Limited	Jersey	Pension	0	0	1

FSP	FSP Jurisdiction	FSP Business Sector	Cases Settled by FSP	Cases Resolved by CIFO Mediation	Cases Resolved by CIFO Final Decision
HSBC Bank Plc, Guernsey Branch	Guernsey	Banking	0	7	1
HSBC Bank Plc, Jersey Branch	Jersey	Multiple*	2	34	28
Insurance Corporation of the Channel Islands	Guernsey	Insurance	0	2	1
Integritas Wealth Partners Limited	Jersey	Insurance	0	1	0
Investec Asset Finance (Channel Islands) Limited	Guernsey	Non-Bank Money Services/Credit	1	0	0
JTC Employer Solutions Trustee Limited	Jersey	Pension	0	1	0
Lloyds Bank Corporate Markets plc, Guernsey Branch	Guernsey	Banking	1	1	0
Lloyds Bank Corporate Markets plc, Jersey Branch	Jersey	Banking	0	7	5
M.J. Touzel (Insurance Brokers) Limited t/a Islands Insurance	Jersey	Insurance	0	1	0
Omega Financial Services (Jersey) Ltd	Jersey	Pension	0	1	0
Overseas Trust and Pension Limited	Guernsey	Pension	0	0	1
OVO Insurance Services Limited	Guernsey	Insurance	4	48	16
Platinum Life Insurance Company Limited	Guernsey	Insurance	0	1	0
Rathbones Investment Management International	Jersey	Investment/Funds	0	0	1
RBSI t/a NatWest International (Gsy)	Guernsey	Banking	1	10	2
RBSI t/a NatWest International (Jsy)	Jersey	Banking	4	13	7
SG Kleinwort Hambros Bank Limited Guernsey Branch	Guernsey	Banking	0	1	0
Sinels Global Restitution Limited	Jersey	Non-Bank Money	0	1	0
Skipton International Limited	Guernsey	Multiple*	1	1	1
Standard Bank Jersey Limited	Jersey	Banking	1	0	0
The Islands' Insurance Brokers Limited	Guernsey	Insurance	0	1	0
The Tupper Loan Company Limited	Jersey	Non-Bank Money	0	1	0
Theta Enhanced Asset Management Ltd	Jersey	Investment/Funds	0	0	1
Trafalgar Insurance Company Limited	Guernsey	Insurance	0	3	1
Trireme Pension Services (Guernsey)	Guernsey	Pension	0	0	1
UBS AG, Jersey Branch	Jersey	Investment/Funds	0	1	0
Utmost Worldwide Limited	Guernsey	Insurance	1	2	2

**\* FSPs with multiple business sectors:**

Alpha International Life Assurance Company (Guernsey) Limited- Business sectors: Investment/Funds and Insurance

Barclays Bank plc, Jersey Branch- Business sectors: Investment/Funds and Banking

Citibank N.A., Jersey Branch - Business sectors: Investments/Funds and Banking

HSBC Bank Plc, Jersey Branch - Business sectors: Investments/Funds and Banking

Skipton International Limited- Business sectors: Banking and Non-Bank Money Services/Credit