CIFO ANNUAL COMPLAINTS STATISTICS - 2025

These statistics cover the work of the Channel Islands Financial Ombudsman (CIFO) for the period between 1st January 2025 and 31st December 2025.

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 (2025)	
Opening Complaints Inventory as at 1 January 2025	**244**
Complaints reopened	11
Complaints Opened in 2025	571
Complaints Closed in 2025	656
Net Period Change in Complaints Inventory	(85)
End of Period Complaints Inventory as at 31 December 2025	**170**

2025 COMPLAINT HIGHLIGHTS

Of the 656 complaints closed in 2025:

- 56% (367) became cases for CIFO to investigate;
- 33% (216) could not be dealt with as they were outside the scope of CIFO's mandate as set by law;
- 7% (48) were settled by the financial service provider (FSP) prior to CIFO's engagement;
- 4% (25) were withdrawn by the complainant after coming to CIFO.

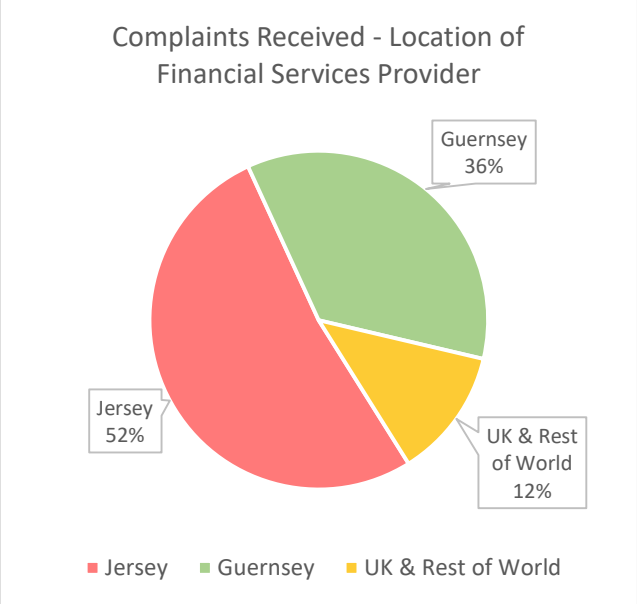
Of the 216 out-of-mandate complaints:

- 30% (70) were brought to CIFO prematurely;
- 29% (66) related to financial services that were not provided in or from the Channel Islands;
- 21% (49) related to financial services that are excluded by law from CIFO's mandate;
- 9% (20) complaints were brought to CIFO by ineligible complainants;
- 4% (10) were out-of-mandate for other reasons;
- 3% (8) were out-of-mandate as they were too old;
- 3% (7) there was a delay in referral to CIFO;
- 1% (2) complaint was 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

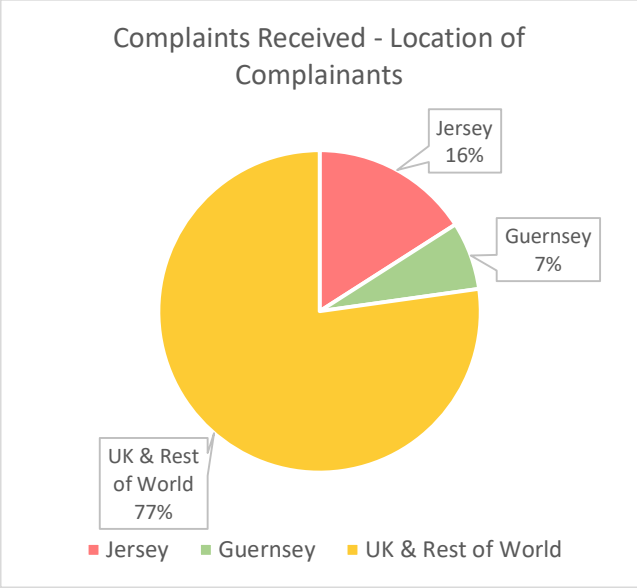
Location	Total	%
Jersey	297	52%
Guernsey	203	36%
UK & Rest of World	71	12%
Grand Total	**571**	**100%**



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 571 complaints received by CIFO in 2025, 88% were against FSPs operating in or from the Channel Islands, and 12% 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	441	77%
Jersey	91	16%
Guernsey	39	7%
Grand Total	**571**	**100%**



CIFO receives complaints from anywhere in the world. Of the 571 complaints received by CIFO in 2025, 23% were from complainants residing in the Channel Islands and 77% were from complainants residing in the UK or the rest of the world.

Table 3: Complaints Received - Type and Origin of Complainants

Of the 571 complaints received by CIFO in 2025, 96% were from consumers, 3% were from microenterprises, 1% were from enterprises, <1% were from charities, and <1% were from trustees.

Type	Jersey		Guernsey		UK & Rest of World		Total	
	Number	%	Number	%	Number	%	Number	%
Consumer	82	90%	37	95%	438	99%	557	97%
Microenterprise	6	7%	2	5%	2	1%	10	2%
Enterprise	3	3%	0	0%	1	0%	4	1%
Grand Total	**91**	**100%**	**39**	**100%**	**441**	**100%**	**571**	**100%**

The heat map and table below demonstrate the international nature of CIFO's complainants in 2025 and highlights the global reach of the Channel Islands' financial sectors.

The columns in Tables 4, 5 and 6 show the location from where the financial services were provided (i.e. where the complainants resided).

Table 4: Complaints Received - Sector of Business Activity

	Jersey		Guernsey		UK & Rest of World		Total	
Sector	**Number**	**%**	**Number**	**%**	**Number**	**%**	**Number**	**%**
Banking	260	88%	38	19%	21	30%	319	56%
Insurance	6	2%	126	62%	20	28%	152	27%
Not Financial Services Related	5	2%	11	5%	17	24%	33	6%
Investment/Funds	12	4%	7	3%	5	7%	24	4%
Non-Bank Money Services/Credit	7	2%	6	3%	7	10%	20	4%
Pensions	7	2%	15	7%	1	1%	23	4%
Grand Total	**297**	**100%**	**203**	**100%**	**71**	**100%**	**571**	**100%**

Of the 571 complaints received by CIFO in 2025, 56% related to the banking sector. The relative proportions by location varied widely with Jersey having 88% of the banking sector complaints while Guernsey had only 19%. This contrasts significantly with the second most prevalent sector, insurance - which accounted for 27% of the overall total - but accounted for 62% 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, 4% to the investments/funds sector, 4% to the non-bank money services/credit sector and 4% to the pensions sector.

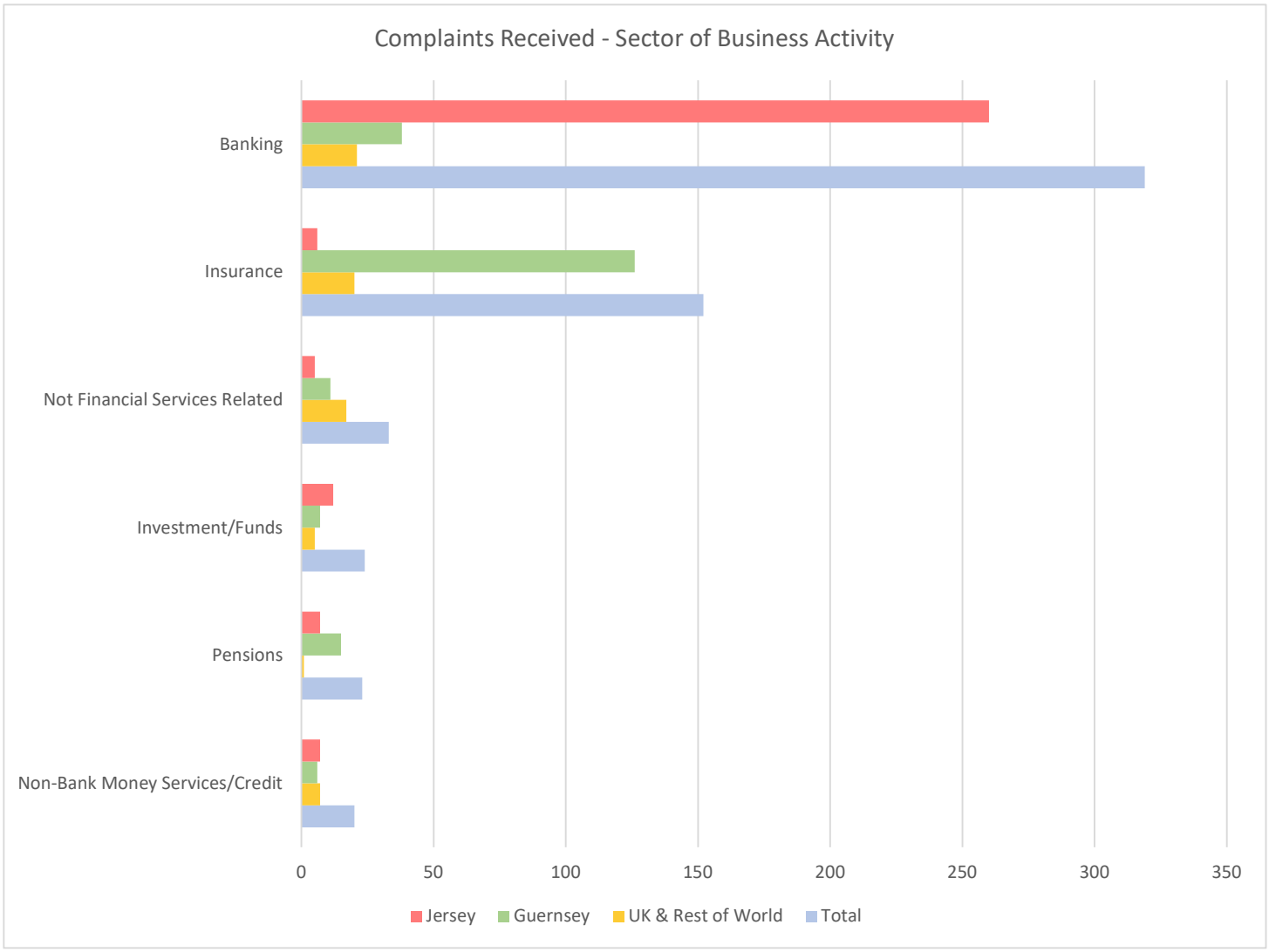


Table 5: Complaints Received That Did Not Become Cases

Reason	Jersey		Guernsey		UK & Rest of World		Total	
	Number	%	Number	%	Number	Percentage	Number	%
Rejected as Out-Of-Mandate	92	68%	52	67%	72	98%	216	75%
Settled by FSP Prior to CIFO Engagement	31	23%	17	22%	0	0%	48	17%
Withdrawn by Complainant	12	9%	9	12%	4	2%	25	8%
Grand Total	**135**	**100%**	**78**	**100%**	**76**	**100%**	**289**	**100%**

Of the 571 complaints received by CIFO in 2025, 289 complaints did not become cases reviewed by CIFO. Of those 289 complaints, 75% were rejected as falling outside of CIFO's statutory mandate, 17% were settled by the FSP prior to CIFO's engagement, and 8% were withdrawn by the complainant.

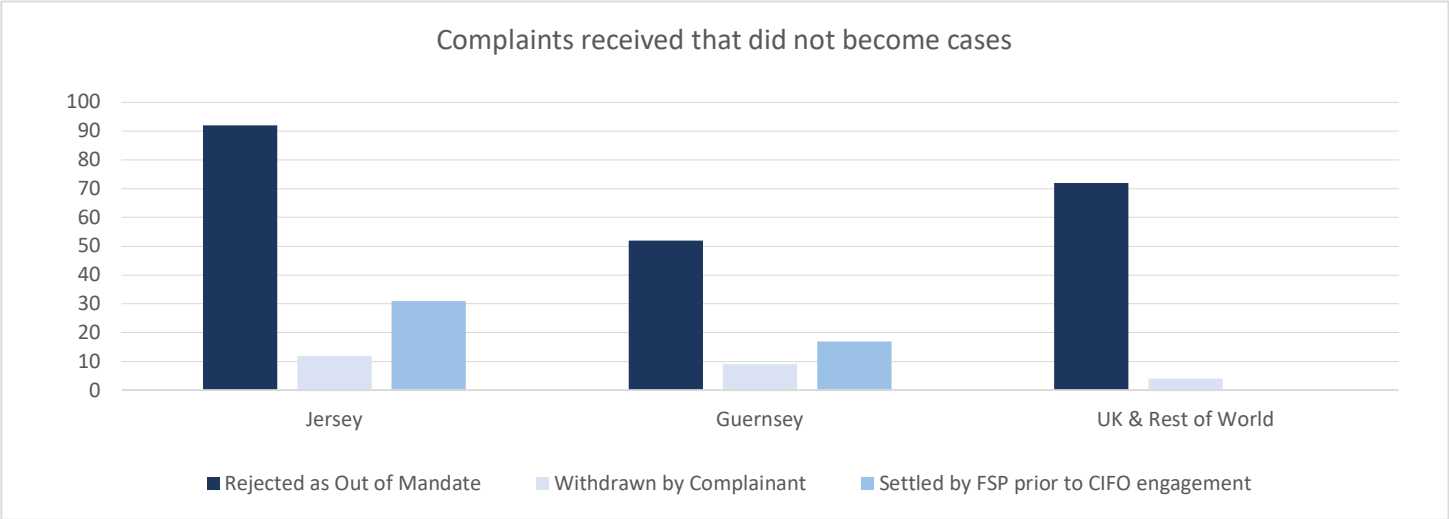
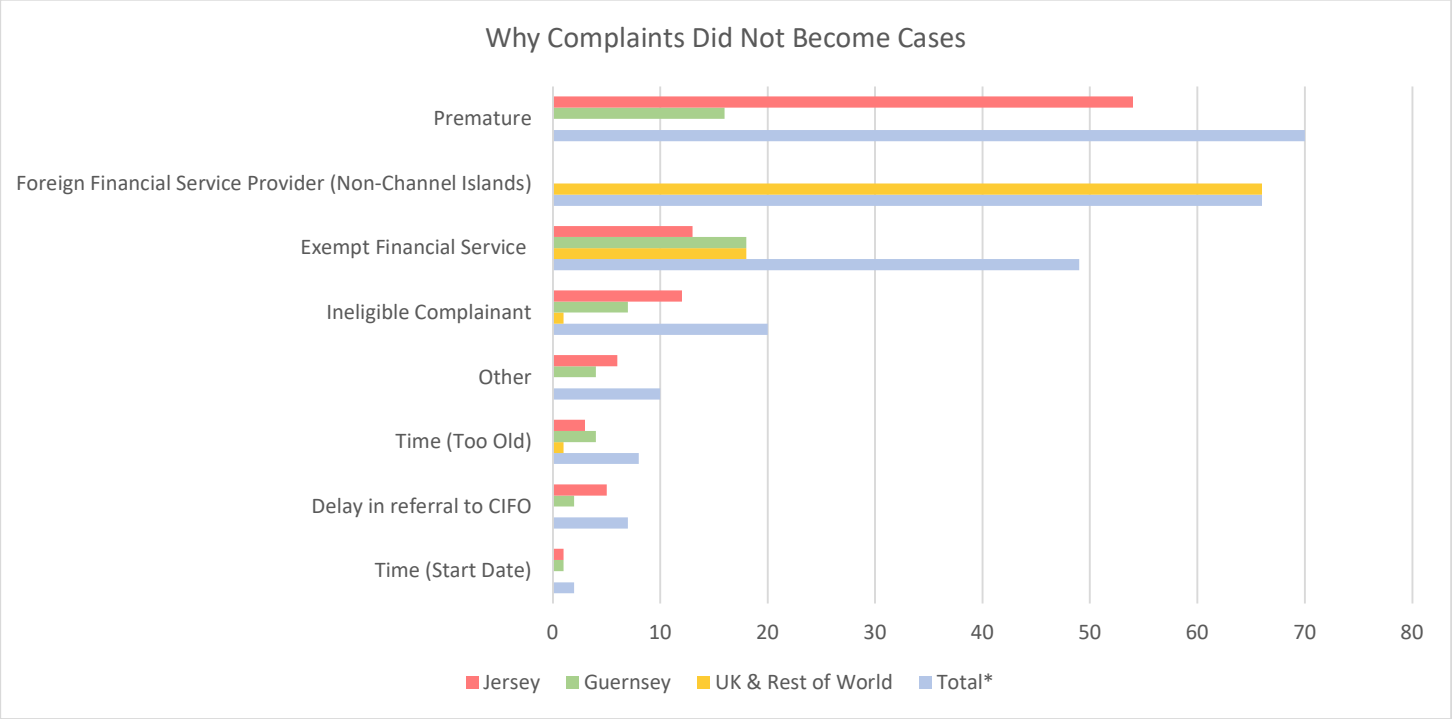


Table 6: Why Complaints Were Rejected As Out-of-Mandate (OOM)

Reasons for the 216 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	54	57%	16	31%	0	0%	70	30%
Foreign Financial Service Provider (Non-Channel Islands)	0	0%	0	0%	66	77%	66	28%
Exempt Financial Service	13	14%	18	35%	18	21%	49	21%
Ineligible Complainant	12	13%	7	13%	1	1%	20	9%
Other	6	6%	4	8%	0	0%	10	4%
Time (Too Old)	3	3%	4	8%	1	1%	8	3%
Delay in referral to CIFO	5	5%	2	4%	0	0%	7	3%
Time (Start Date)	1	1%	1	2%	0	0%	2	1%
Total - All Reasons	**94**	**100%**	**52**	**100%**	**86**	**100%**	**232**	**100%**

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

Of the reasons that 216 complaints were rejected as falling outside CIFO's statutory mandate: 30% 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), 9% were from ineligble complainants, 4% were out of mandate for other reasons, 3% were too old, 3% there was a delay in referral to CIFO and 1% were about events before CIFO's start date.



ANALYSIS OF CASES REVIEWED BY CIFO

Period Analysis (2025)	
Opening Case Inventory as at 1 January 2025	107
Case reopened	1
Cases Opened in 2025	405
Cases Closed in 2025	403
Net Period Change in Case Inventory	2
End of Period Case Inventory as at 31 December 2025	110

2025 CASE HIGHLIGHTS

Of the 221 cases closed by mediation in 2025, 50% (111) were mediated in favour of the complainant with an additional 10% (21) upheld in part. 89% (117) received compensation higher than the FSP's original offer and 11% (15) received the same amount of compensation as originally offered by the FSP. 40% (89) of cases were mediated in favour of the FSP.

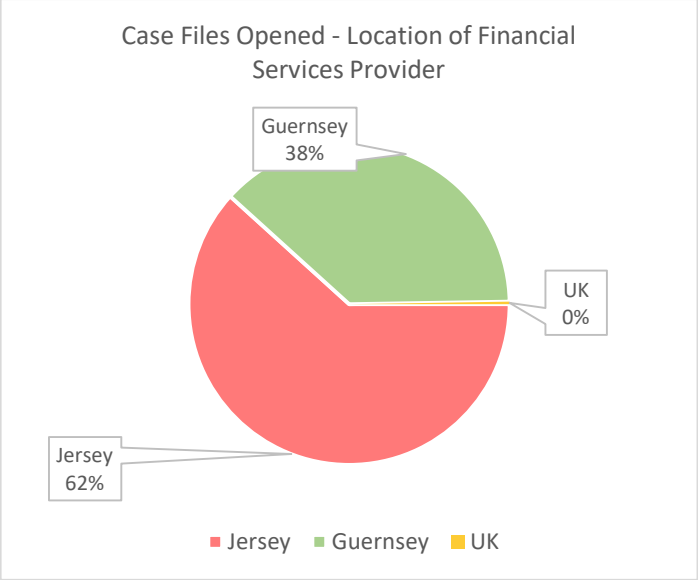
Of the 146 cases closed by final ombudsman decision in 2025, 16% (24) were in favour of the complainant with another 10% (14) upheld in part. 89% (34) received compensation higher than the FSP's original offer a=nd 11% (4) received the same amount of compensation as originally offered by the FSP. 74% (108) cases were determined in favour of the FSP.

The remaining cases closed were settled by the FSP 5% (21), 2% (9) were found to be out-of-mandate after further review by CIFO and 1% (6) were withdrawn by the complainant .

Of the 405 cases opened in 2025, 41% (167) involved a complainant from elsewhere, 36% (144) involved a UK-based complainant, 16% (64) involved a Jersey-based complainant and 7% (30) involved a Guernsey-based complainant.

Table 7: Cases Opened - Location of Financial Service Provider

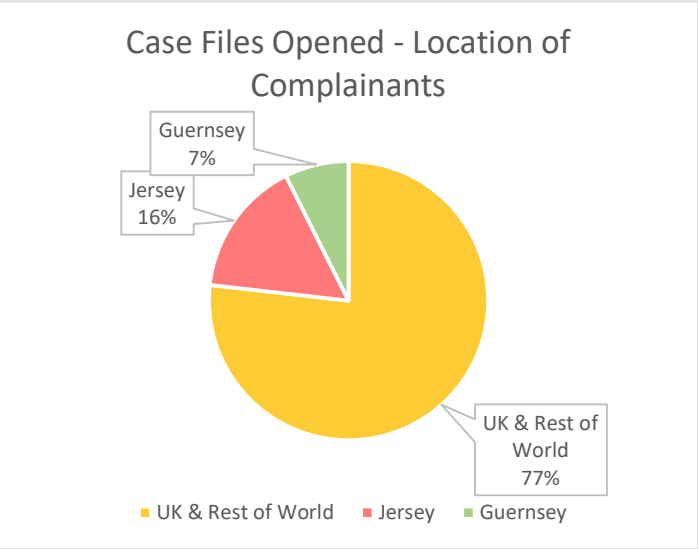
Location	Total	%
Jersey	250	62%
Guernsey	154	38%
UK	1	0%
Total	**405**	**100%**



Of the 405 cases opened in 2025, 62% were about FSPs based in Jersey and 38% were about FSPs based in Guernsey.

Table 8: Cases Opened - Location of Complainants

Location	Total	Percentage
UK & Rest of World	311	77%
Jersey	64	16%
Guernsey	30	7%
Total	**405**	**100%**



Of the 405 cases opened in 2025, 77% were from residents of the UK or the rest of the world, 16% were from residents of Jersey and 7% 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	231	92%	29	19%	1	100%	261	64%
Insurance	4	2%	111	72%	0	0%	115	28%
Pensions	6	2%	11	7%	0	0%	17	4%
Non-Bank Money Services/Credit	5	2%	3	2%	0	0%	8	2%
Investment/Funds	4	2%	0	0%	0	0%	4	1%
Total	**250**	**100%**	**154**	**100%**	**1**	**100%**	**405**	**100%**

Of the 405 cases opened in 2025, 64% were related to the banking sector. This proportion varied significantly between Jersey and Guernsey with banking complaint cases comprising 92% in Jersey but only 19% in Guernsey. In contrast, the insurance sector accounted for 28% of all opened cases with the majority, 72% in Guernsey and only 2% in Jersey.

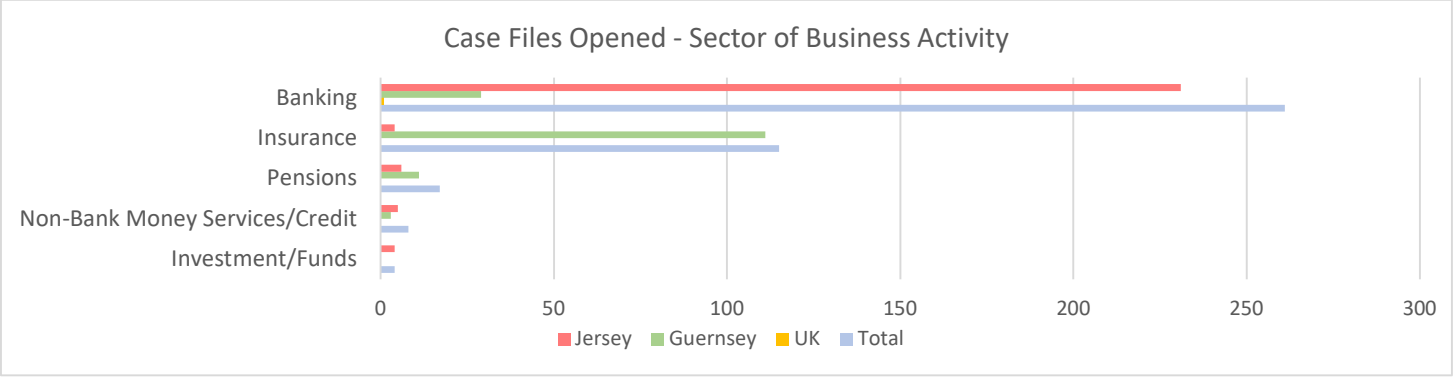


Table 10: Cases Opened - Product Areas

Product	Jersey		Guernsey		UK		Total	
	Number	%	Number	%	1	%	Number	%
Current Account	190	76%	20	13%	0	0%	210	52%
Health Insurance	0	0%	47	31%	0	0%	47	12%
Home Emergency Insurance	0	0%	41	27%	0	0%	41	10%
Private Pension Product	5	2%	11	7%	0	0%	16	4%
Fixed Term Deposit Account	11	4%	1	1%	0	0%	12	3%
Other Investments	10	4%	1	1%	0	0%	11	3%
Savings Account	8	3%	3	2%	0	0%	11	3%
Credit Card Account	7	3%	0	0%	1	100%	8	2%
Mortgage	5	2%	3	2%	0	0%	8	2%
Other Insurance	0	0%	7	5%	0	0%	7	2%
Automobile/Bike/Vehicle Insurance	2	1%	4	3%	0	0%	6	1%
Whole of Life Insurance (Investment)	0	0%	6	4%	0	0%	6	1%
Money Transfer	2	1%	2	1%	0	0%	4	1%
Consumer Loan	1	0%	2	1%	0	0%	3	1%
Home Building/Contents Insurance	0	0%	3	2%		0%	3	1%
Business Account	1	0%	1	1%	0	0%	2	0%
Life Assurance Policy	0	0%	2	1%	0	0%	2	0%
Business Insurance	1	0%	0	0%	0	0%	1	0%
Employer Pension Scheme	1	0%	0	0%	0	0%	1	0%
Financial Advice	1	0%	0	0%	0	0%	1	0%
Other Non-Bank Money Services/Credit Product	1	0%	0	0%	0	0%	1	0%
Overdraft Facility on Current Account	1	0%	0	0%	0	0%	1	0%
Personal Loan	1	0%	0	0%	0	0%	1	0%
Stocks and Shares	1	0%	0	0%	0	0%	1	0%
Travel Insurance	1	0%	0	0%	0	0%	1	0%
Total	**250**	**100%**	**154**	**100%**	**1**	**100%**	**405**	**100%**

Of the 405 cases opened in 2025, the top three product areas were current accounts (52%), health insurance (12%) and home emergency insurance (10%).

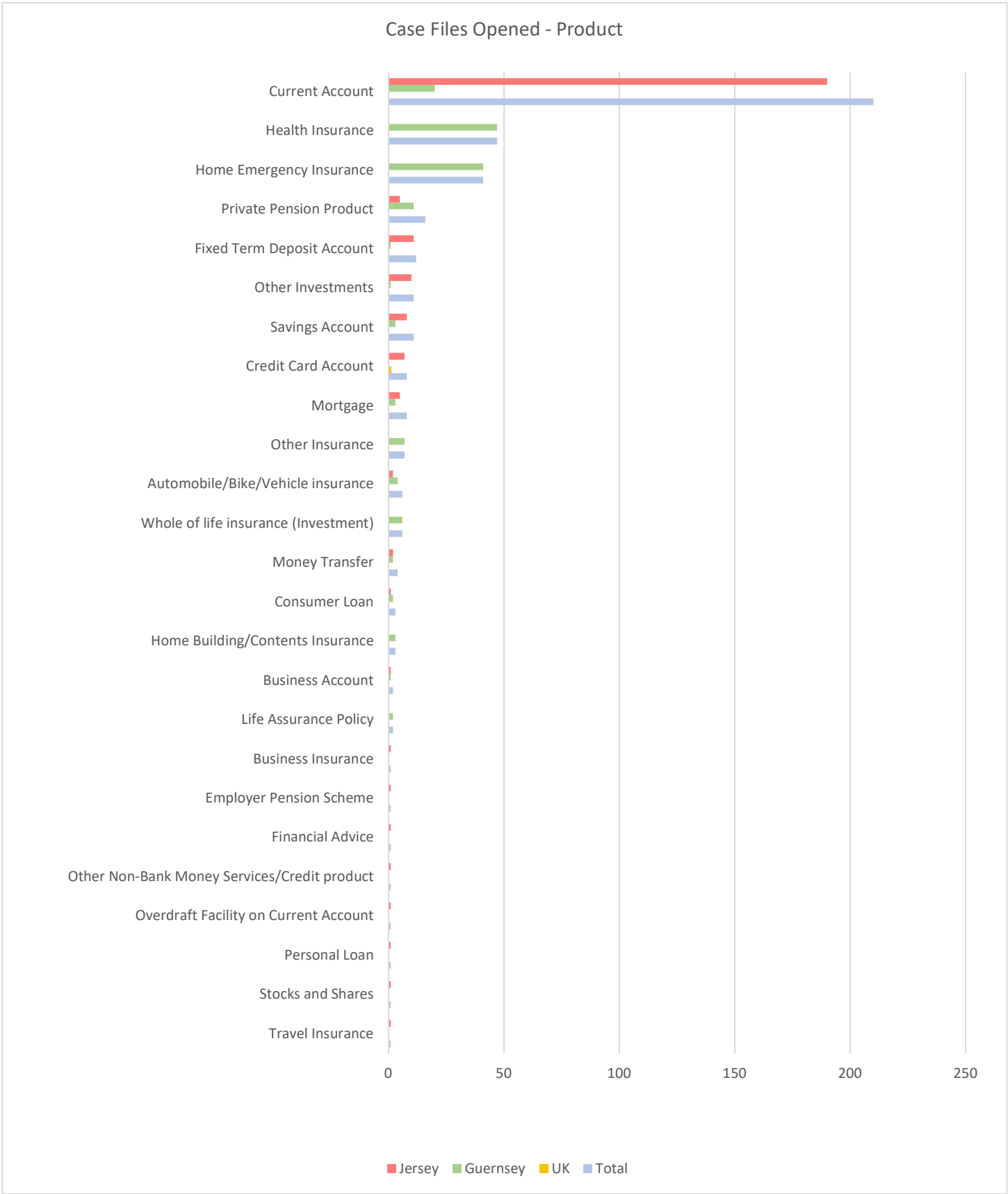


Table 11: Cases Opened - Issue

Issue	Jersey		Guernsey		UK		Total	
	Number	%	Number	%	Number	%	Number	%
Poor Administration or Delay	63	25%	31	20%	0	0%	94	23%
Non-payment of Claim	1	0%	65	42%	0	0%	66	16%
Fraud	49	20%	12	8%	1	100%	62	15%
Suspension of Service	52	21%	4	3%	0	0%	56	14%
Fees/Charges	12	5%	15	10%	0	0%	27	7%
Transaction Error	25	10%	2	1%	0	0%	27	7%
Closure of Account	22	9%	2	1%	0	0%	24	6%
Other Issue	10	4%	9	6%	0	0%	19	5%
Interest Charged/Paid	8	3%	2	1%	0	0%	10	2%
Mis-selling/Unsuitable Advice	4	2%	4	3%	0	0%	8	2%
Suitability	0	0%	4	3%	0	0%	4	1%
Disputed Payment Out	1	0%	2	1%	0	0%	3	1%
Refusal of Service	1	0%	2	1%	0	0%	3	1%
Enforcement/Collection	1	0%	0	0%	0	0%	1	0%
Power of Attorney	1	0%	0	0%	0	0%	1	0%
Total	**250**	**100%**	**154**	**100%**	**1**	**100%**	**405**	**100%**

The most common issue in the 405 cases opened in 2025 was poor administration or delay at 23%, non-payment of insurance claim was the second most common issue at 16% and fraud was the third most common issue at 15%.

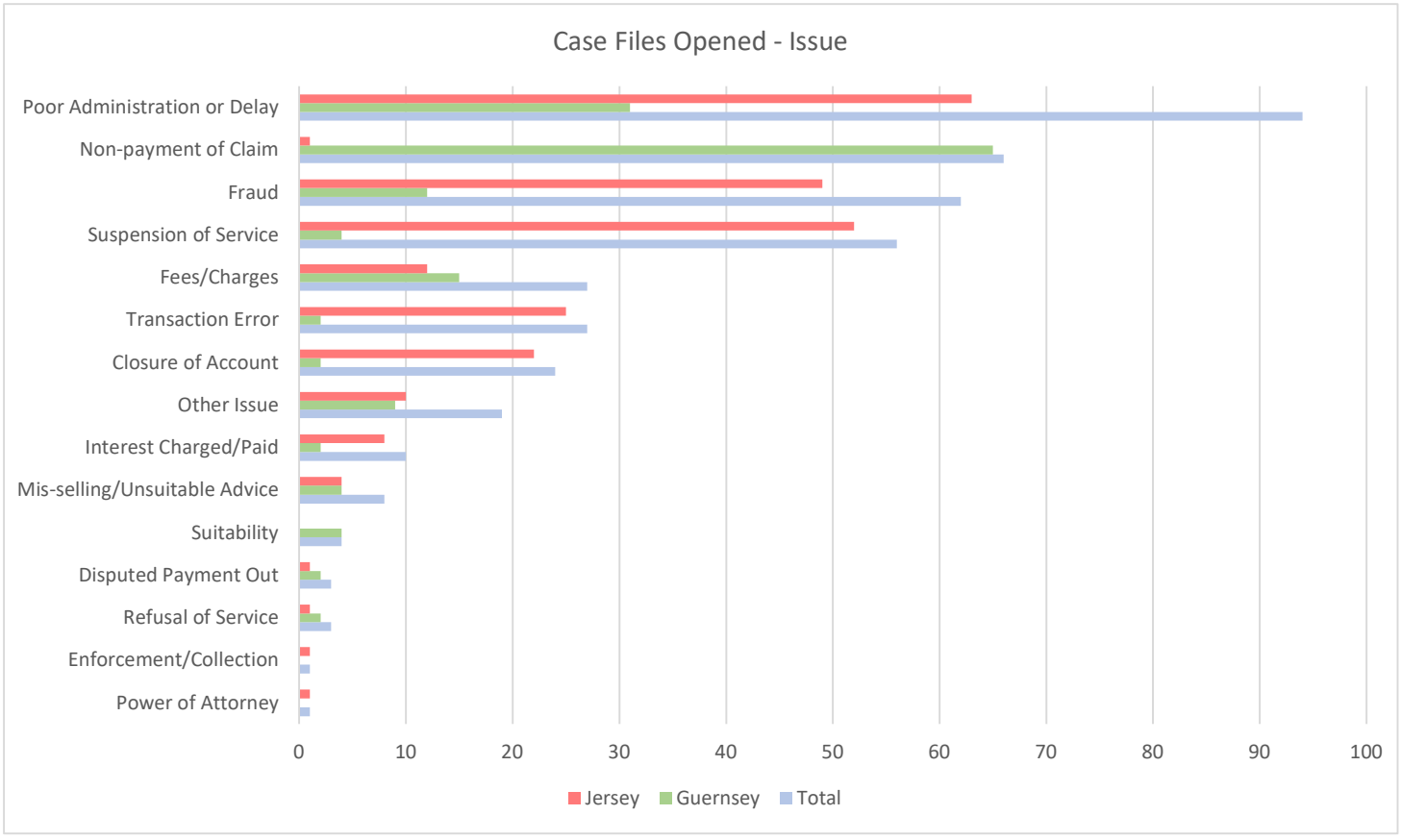


Table 12: Resolved Cases - How They Were Resolved

Reason	Jersey		Guernsey		UK		Total	
	Number	%	Number	%	Number	Percentage	Number	%
Mediated	123	50%	98	64%	0	0%	221	55%
Final Decision	101	41%	45	29%	0	0%	146	36%
Settled by FSP Post CIFO Engagement	16	6%	5	3%	0	0%	21	5%
Out-of-Mandate - 2nd Stage Rejection	5	2%	3	2%	1	100%	9	2%
Withdrawn by Complainant	3	1%	3	2%	0	0%	6	1%
Total	**248**	**100%**	**154**	**100%**	**1**	**100%**	**403**	**100%**

In 2025, CIFO closed 403 cases and resolved 55% (221) through mediation, 36% (146) through an ombudsman's final decision, 5% (21) settled by the FSP post-CIFO's engagement, 2% (9) were considered out-of-mandate after CIFO conducted a further review of the information received and 1% (6) were withdrawn by the complainant post-CIFO's engagement.

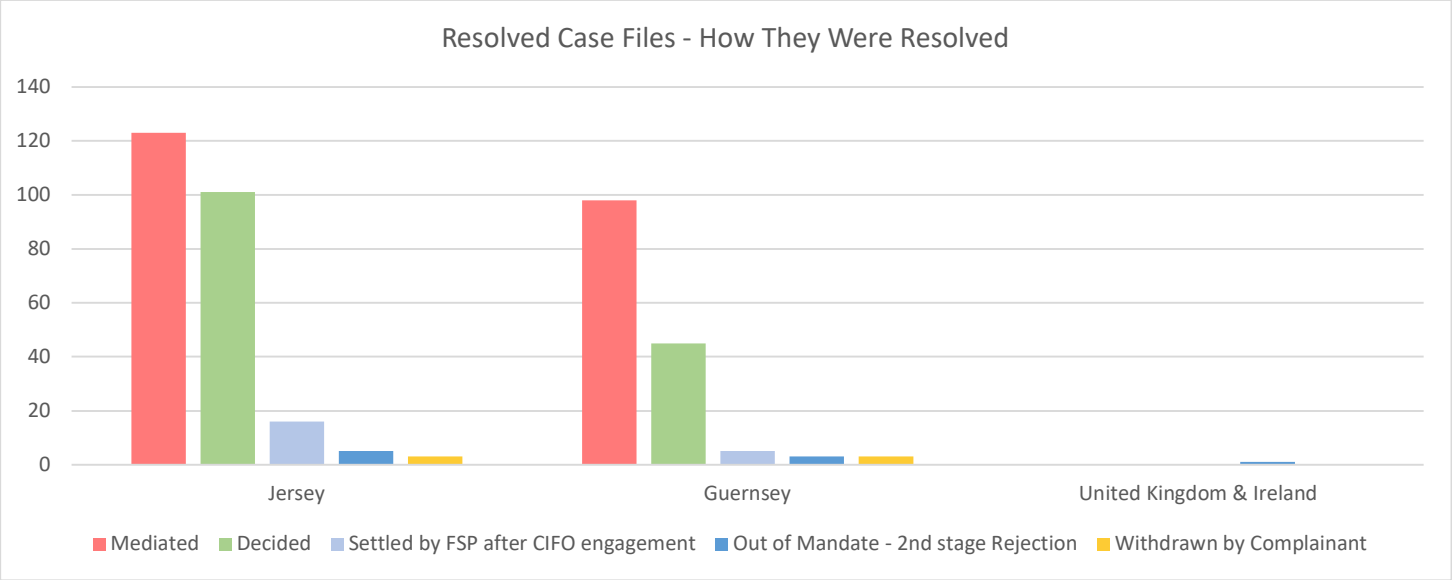


Table 13: Resolved Cases by Outcome

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	92	41%	59	41%	0	0%	151	41%
Cases Resolved in Favour of Complainant for Same Compensation Previously Offered by FSP	13	6%	6	4%	0	0%	19	5%
Cases Resolved in Favour of FSP	119	53%	78	55%	0	0%	197	54%
Total	224	100%	143	100%	0	0%	367	100%

Of the 367 cases that required a CIFO resolution in 2025 (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), 41% were resolved in favour of the complainant for more compensation than previously offered by the FSP. 5% of cases were resolved in favour of the complainant, but for the same compensation Previously offered by the FSP and 54% were resolved in favour of the FSP.

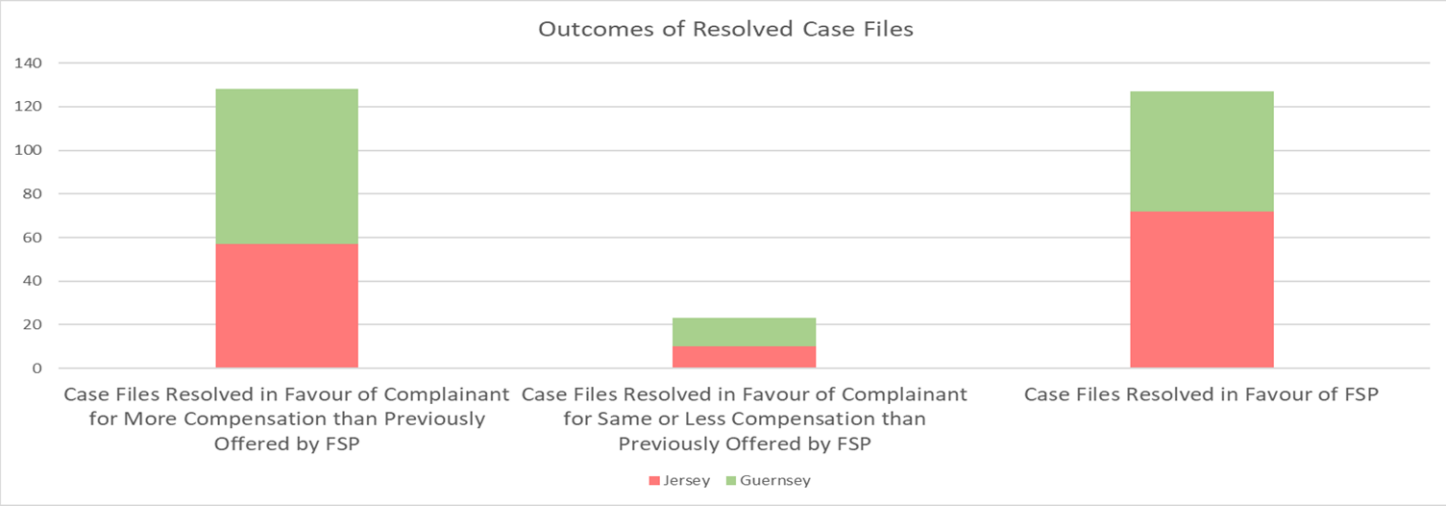


Table 14: Amounts Of Compensation CIFO Recommended or Awarded

Maximum	£158,753
Average	£11,186
Median	£1,150
Minimum	£30

Of the cases that were resolved in favour of the complainant and involved financial compensation, the total amount of compensation awarded was £1,979,865. The largest recommended award for compensation was £158,753. 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 £11,186 with the median amount £1,150. The lowest amount awarded was £30.

FIRM COMPLAINTS STATISTICS

The published summary complaints statistics relate to the period between 1st January 2025 and 31st December 2025. 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 2025 and 31st December 2025. During this period, CIFO opened 571 complaints about 145 FSPs and resolved 388 complaint cases about 47 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 2025 published data can also be viewed using CIFO's searchable webpage.

FSP	FSP Jurisdiction	FSP Business Sector	Cases Settled by FSP	Cases Resolved by CIFO Mediation	Cases Resolved by CIFO Final Decision
Advisa Financial Services Limited	Jersey	Pension	0	1	0
Alexander Forbes Channel Islands Limited	Jersey	Investment/Funds	0	0	1
Apex Financial Services (Trust Company) limited	Jersey	Pension	0	1	0
Ashton General Insurance Limited	Guernsey	Insurance	1	1	0
Asisst Insurance Company Limited	Guernsey	Insurance	0	3	1
Barclays Bank plc, Guernsey Branch	Guernsey	Banking	0	2	0
Barclays Bank plc, Jersey Branch	Jersey	Banking	0	6	2
Barclays Wealth Management Jersey Limited	Jersey	Investment/Funds	0	1	0
Brooks Macdonald Asset Management (International) Limited	Jersey	Investment/Funds	0	1	0
Canaccord Genuity Wealth (International) Ltd, Jsy	Jersey	Investment/Funds	0	1	0
Cherry Godfrey Finance Limited	Guernsey	Non-Bank Money Services/Credit	0	1	1
Cigna Global Insurance Company Limited	Guernsey	Insurance	1	18	9
City & Commercial Insurance Company (PCC) Limited	Guernsey	Insurance	0	5	4
Close Finance (CI) Limited - Jersey	Jersey	Non-Bank Money Services/Credit	0	1	0
de Carteret Wealth Limited	Jersey	Pension	0	1	0
Dominion Fiduciary Services Limited	Jersey	Pension	0	0	1
Duart Investment Holdings Ltd.	Jersey	Non-Bank Money Services/Credit	0	1	0
Fairway Pension Trustees Limited	Jersey	Pension	0	0	2
General & Medical Insurance Limited	Guernsey	Insurance	0	2	3
Gower Pensions Management Limited	Guernsey	Pension	0	1	0

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	Multiple*	2	18	4
HSBC Bank Plc, Jersey Branch	Jersey	Banking	15	84	81
Insurance Corporation of the Channel Islands	Guernsey	Insurance	0	3	0
Investec Asset Finance (Channel Islands) Limited	Guernsey	Non-Bank Money Services/Credit	0	1	0
Jersey Home Loans Ltd	Jersey	Non-Bank Money Services/Credit	0	1	0
JTC Employer Solutions Limited	Jersey	Pension	1	1	0
Lloyds Bank Corporate Markets plc, Guernsey Branch	Guernsey	Banking	0	1	1
Lloyds Bank Corporate Markets plc, Jersey Branch	Jersey	Multiple*	0	5	2
M.J. Touzel (Insurance Brokers) Limited t/a Islands Insurance	Jersey	Insurance	0	2	1
Orbitus Trustees (Guernsey) Limited	Guernsey	Pension	0	1	0
Overseas Trust and Pension Limited	Guernsey	Pension	0	1	0
OVO Insurance Services Limited	Guernsey	Insurance	0	25	14
Palladium Insurance Limited	Guernsey	Insurance	0	0	1
Raw Capital Partners Limited	Guernsey	Non-Bank Money Services/Credit	0	1	0
RBSI t/a NatWest International (Gsy)	Guernsey	Banking	1	1	0
RBSI t/a NatWest International (Jsy)	Jersey	Banking	0	12	6
Reto Finance Limited	Jersey	Non-Bank Money Services/Credit	0	1	1
Santander International, Jersey	Jersey	Banking	0	2	1
SG Kleinwort Hambros Bank Limited Guernsey Branch	Guernsey	Banking	0	1	0
Skipton International Limited	Guernsey	Banking	0	1	1
Sovereign Pension Services (CI) Limited	Guernsey	Pension	0	2	1
Sovereign Trust (Guernsey Limited	Guernsey	Pension	0	0	2
Standard Chartered Bank, Jersey	Jersey	Multiple*	0	0	3
Suntera Private Wealth (Guernsey) Limited	Guernsey	Investment/Funds	0	1	0
The Islands' Insurance Brokers Limited	Guernsey	Insurance	0	1	0
The Tupper Loan Company Limited	Jersey	Non-Bank Money Services/Credit	0	1	0
Utmost Worldwide Limited	Guernsey	Multiple*	0	7	3

*** FSPs with multiple business sectors:**

HSBC Bank Plc, Guernsey Branch - Business sectors: Banking and Insurance

Lloyds Bank Corporate Markets plc, Jersey Branch - Business sectors: Banking and Pension

Standard Chartered Bank, Jersey Branch - Business sectors: Banking and Investment/Funds

Utmost Worldwide Limited - Business sectors: Insurance and Pensions