

## CIFO PUBLIC COMPLAINT STATISTICS - Q1 2020

These statistics cover the work of the Channel Islands Financial Ombudsman (CIFO) for the three months ended 31 March 2020 (Q1 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 (Q1 2020)	
Complaints on hand at start of the period	276
Complaints opened during the period	108
Complaints closed during the period	127
Net change in number of complaints on hand	-19
Complaints on hand at the end of the period	257

Cumulative Analysis (2020 Year to Date)	
Complaints on hand at start of 2020	276
Total Complaints Received	108
Total Complaints Closed	127
Complaints on hand at the end of the period	257

#### Q1 COMPLAINT HIGHLIGHTS

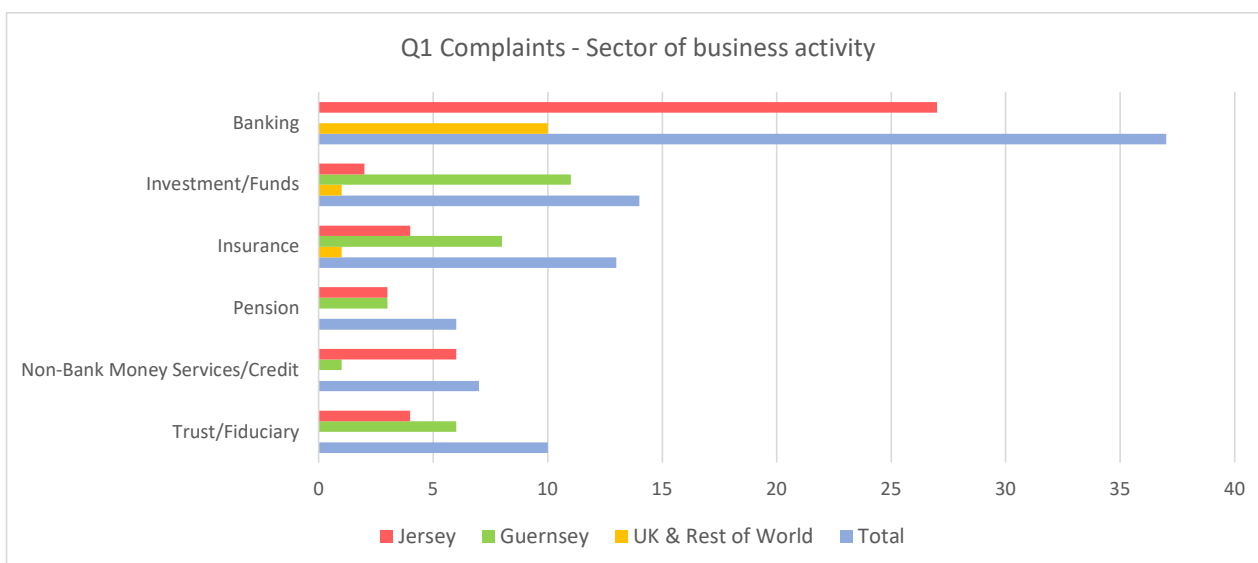
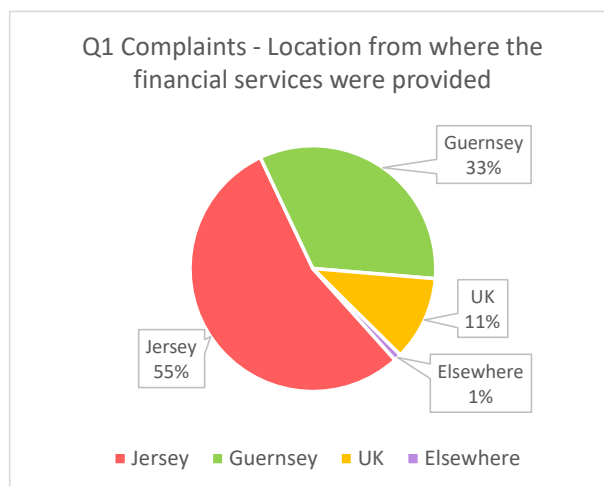
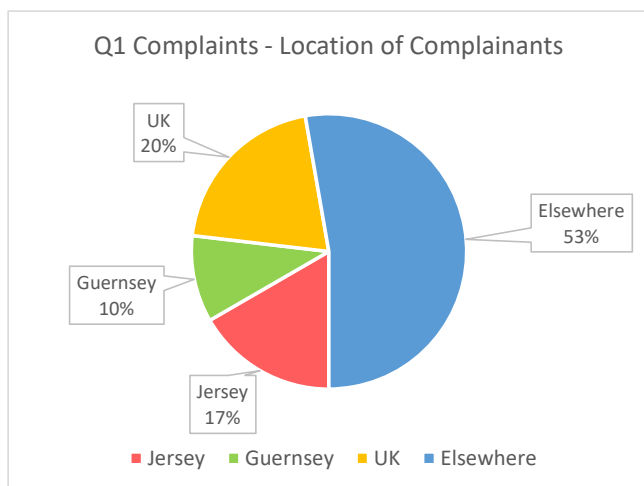
##### Of the 127 closed in Q1 2020

- 64% (81) could not be dealt with as they were outside the scope of CIFO's mandate as set by law;
- 9% (12) were determined by the Ombudsman;
- 24% (31) were successfully mediated by case handlers;
- 2% (3) were withdrawn by the complainant after coming to CIFO.

##### Of the 81 out-of-mandate complaints:

- 2% (2) were brought to CIFO prematurely;
- 5% (4) were in relation to complaints that were too old;
- 0% (0) were about events before the start date set by law (1 January 2010 for Jersey and 2 July 2013 for Guernsey, Alderney and Sark);
- 9% (7) related to financial services that are excluded by law from CIFO's mandate;
- 9% (7) related to financial services that were not provided in or from the Channel Islands;
- 2% (2) were brought to CIFO by ineligible complainants;
- 73% (59) were out-of-mandate for other reasons. (primarily one mass complaint with no real prospect of success).

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



Reasons for the 81 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	0	0%	0	0%	2	25%	2	2%
Complaint too old	3	6%	0	0%	1	13%	4	5%
Financial services not provided in or from Channel Islands	3	6%	1	5%	3	38%	7	9%
Exempt financial services	3	6%	4	19%	0	0%	7	9%
Complaint about event before CIFO mandate effective date	0	0%	0	0%	0	0%	-	0%
Ineligible complainant	1	2%	1	5%	0	0%	2	2%
Other	42	81%	15	71%	2	25%	59	73%
<b>Total reasons</b>	<b>52</b>	<b>100%</b>	<b>21</b>	<b>100%</b>	<b>8</b>	<b>100%</b>	<b>81</b>	<b>100%</b>

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



<b>Closed Complaints by Outcome</b>		
<b>Complaint out of CIFO's mandate</b>	81	64%
<b>Complaint withdrawn by complainant after coming to CIFO</b>	3	2%
<b>Case Files Mediated in Favour of Complainant</b>	12	9%
- Compensation less than FSP offer	0	
- Compensation the same as FSP offer	2	
- Compensation more than FSP offer	10	
<b>Case Files Mediated in Favour of FSP</b>	19	15%
<b>Case Files Determined in Favour of Complainant</b>	9	7%
- Compensation less than FSP offer	0	
- Compensation the same as FSP offer	2	
- Compensation more than FSP offer	7	
<b>Case Files Determined in Favour of FSP</b>	3	2%
<b>Total Closed Complaints</b>	<b>127</b>	<b>100%</b>

<b>Type of Complainant - Complaints Opened in Period</b>		
<b>Type</b>	<b>Number</b>	<b>Percentage</b>
Individual (Consumer)	103	95%
Individual (Trustee)	3	3%
Other	0	0%
Microenterprise	2	2%
Charity	0	0%
<b>Total</b>	<b>108</b>	<b>100%</b>

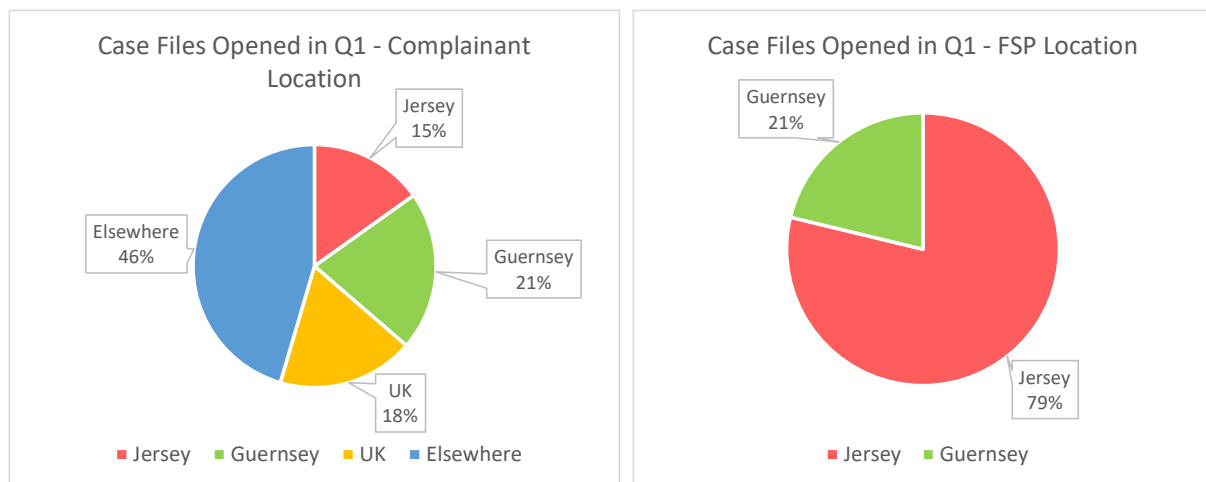
## II: ANALYSIS OF CASE FILES

Period Analysis (Q1 2020)	
<b>Opening Case File Inventory as at 1 January 2020</b>	<b>203</b>
Case Files Opened in Q1 2020	33
Case Files Closed in Q1 2020	47
Net Period Change in Case File Inventory	-14
<b>End of Period Case File Inventory as at 31 March 2020</b>	<b>189</b>

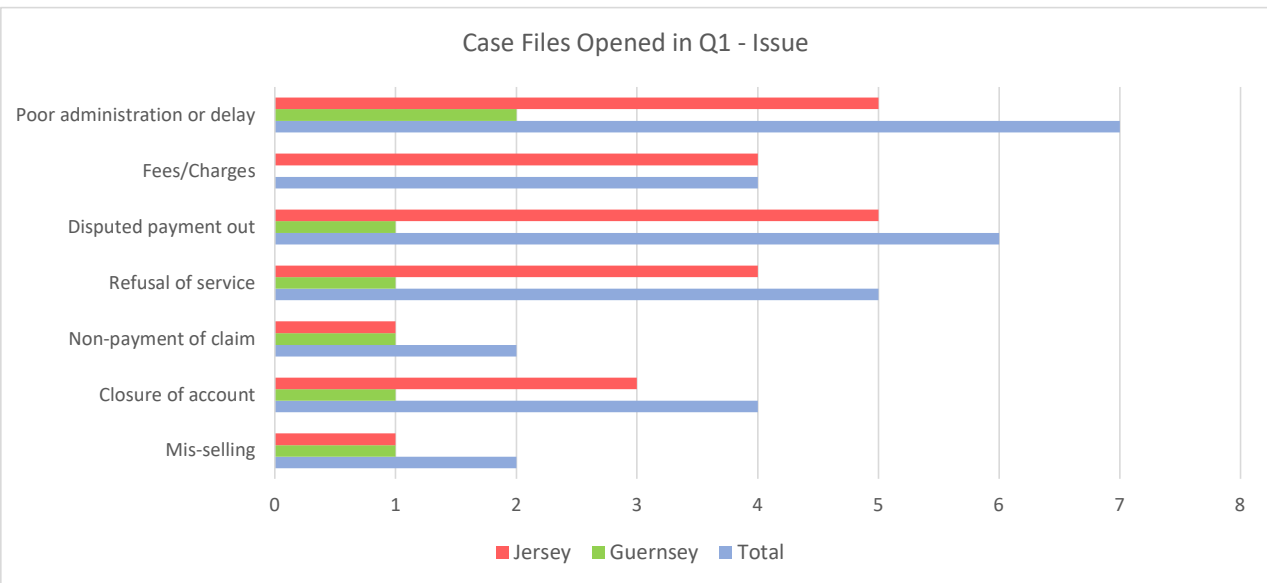
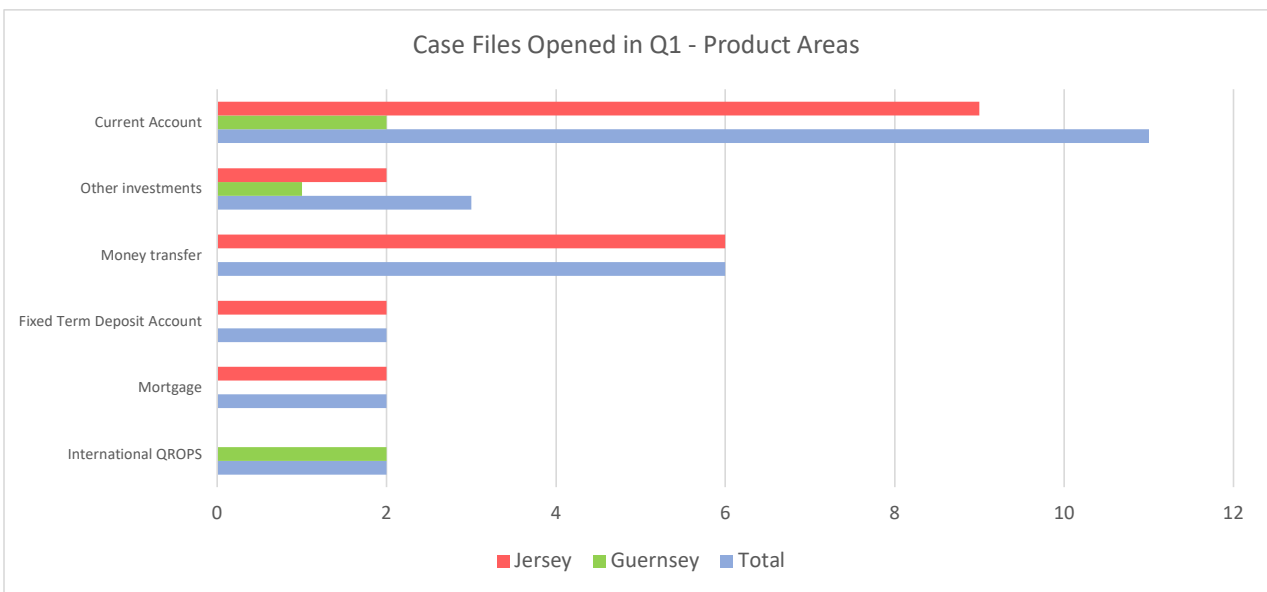
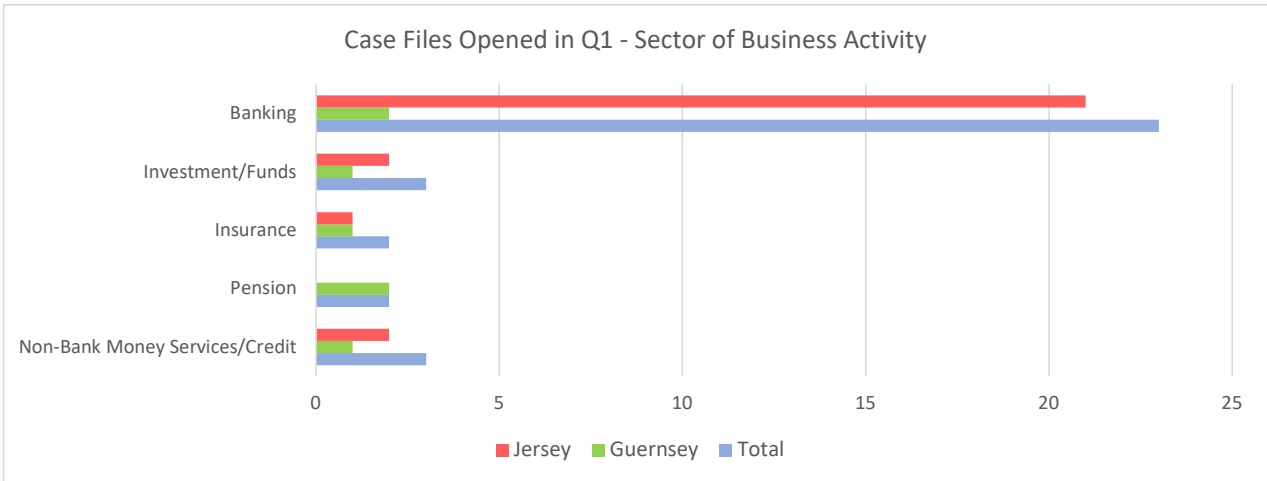
Cumulative Analysis (2020 year to date)	
<b>Opening Case File Inventory as at 1 January 2020</b>	<b>203</b>
Case Files Opened 2020 year to date	33
Case Files Closed 2020 year to date	47
<b>End of Period Case File Inventory as at 31 March 2020</b>	<b>189</b>

### CASE FILE HIGHLIGHTS

- Of the 31 case files closed by mediation in Q1 2020, 39% (12) were mediated in favour of the complainant, with 83% (10) receiving compensation higher than the FSP's original offer and 17% (2) receiving the same level or less compensation than originally offered. 61% (19) of case files were mediated in favour of the FSP.
- Of the 12 case files closed by determination in Q1 2020, 75% (9) were determined in favour of the complainant, with 78% (7) receiving compensation higher than the FSP's original offer. 3 case files were determined in favour of the FSP.
- Of the 33 case files opened in Q1 2020, 15% (5) involve a Jersey-based complainant, 21% (7) involve a Guernsey-based complainant, 18% (6) involve a UK-based complainant, and 46% (15) involve a complainant from elsewhere.



# CASE FILE DATA



CASE FILE HIGHLIGHTS (CONTINUED)

- Of the 33 case files opened by CIFO in Q1 2020, 33% (11) related to current accounts, 18% (6) related to money transfers. The remaining 16 case files were in relation to 8 other product types.
- Poor administration or delay was the most common issue, occurring in 21% (7) of the case files opened by CIFO this quarter.
- Disputed payments out and refusal of service were the second most common issues, represented in 18% (6) and 15% (5) of case files respectively.

<b>Q1 Case Files - Top Product Areas</b>		
<b>Product</b>	<b>Number</b>	<b>Percentage</b>
Current Account	11	33%
Money Transfer	6	18%
Consumer Loan	4	12%

<b>Q1 Case Files - Top Issues</b>		
<b>Issue</b>	<b>Number</b>	<b>Percentage</b>
Poor administration or delay	7	21%
Disputed payment out	6	18%
Refusal of service	5	15%
Fees/Charges	4	12%