

## CIFO PUBLIC COMPLAINT STATISTICS - Q1 2021

These statistics cover the work of the Channel Islands Financial Ombudsman (CIFO) for the three months ended 31 March 2021 (Q1 2021)

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.

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

### 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 2021)	
Complaints on hand at start of the period	323
Complaints opened during the period	117
Complaints closed during the period	153
Net change in number of complaints on hand	-36
Complaints on hand at the end of the period	287

Cumulative Analysis (2021 Year to Date)	
Complaints on hand at start of 2021	323
Total Complaints Received	117
Total Complaints Closed	153
Complaints on hand at the end of the period	287

#### Q1 COMPLAINT HIGHLIGHTS

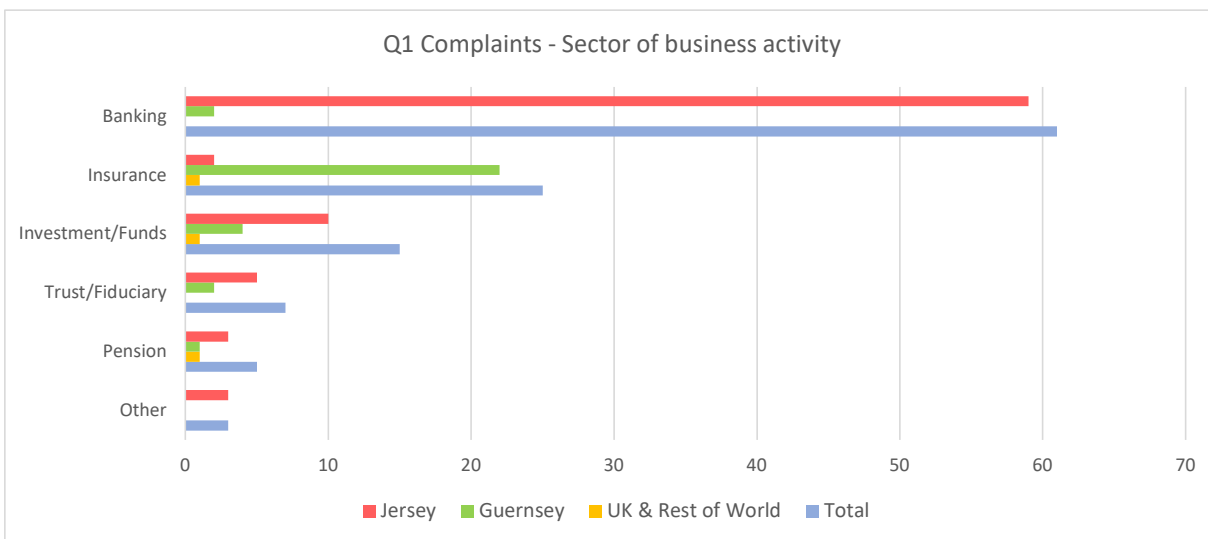
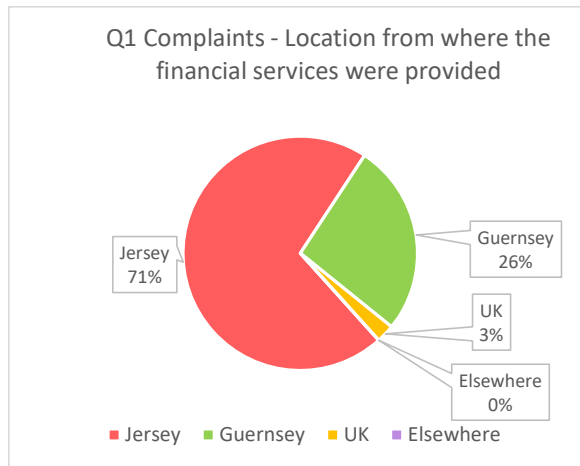
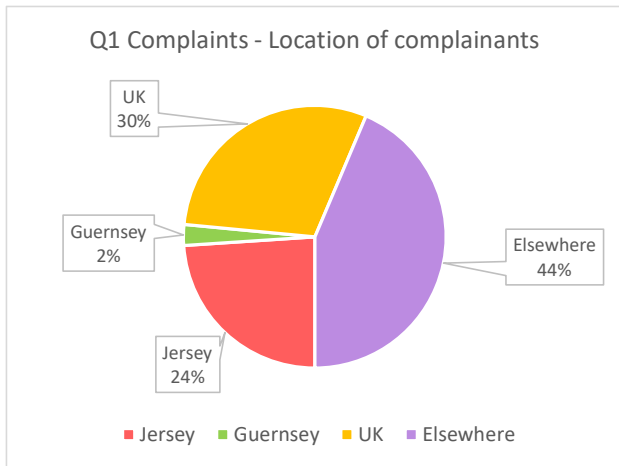
##### Of the 153 closed in Q1 2021:

- 33% (50) could not be dealt with as they were outside the scope of CIFO's mandate as set by law;
- 13% (20) were determined by the Ombudsman;
- 48% (74) were successfully mediated;
- 6% (9) were withdrawn by the complainant after coming to CIFO.

##### Of the 50 out-of-mandate complaints:

- 11% (6) were brought to CIFO prematurely;
- 4% (2) complaint was brought to CIFO too late after the complainant received the FSP's final response;
- 13% (7) complaints were too old (complaints must be brought within 6 years of the act to which the complaint relates or within 2 years of the date the complainant was aware they had reason to complain);
- 30% (17) related to financial services that are excluded by law from CIFO's mandate;
- 16% (9) related to financial services that were not provided in or from the Channel Islands;
- 11% (6) complaints were brought to CIFO by ineligible complainants;
- 16% (9) were out-of-mandate for other reasons.

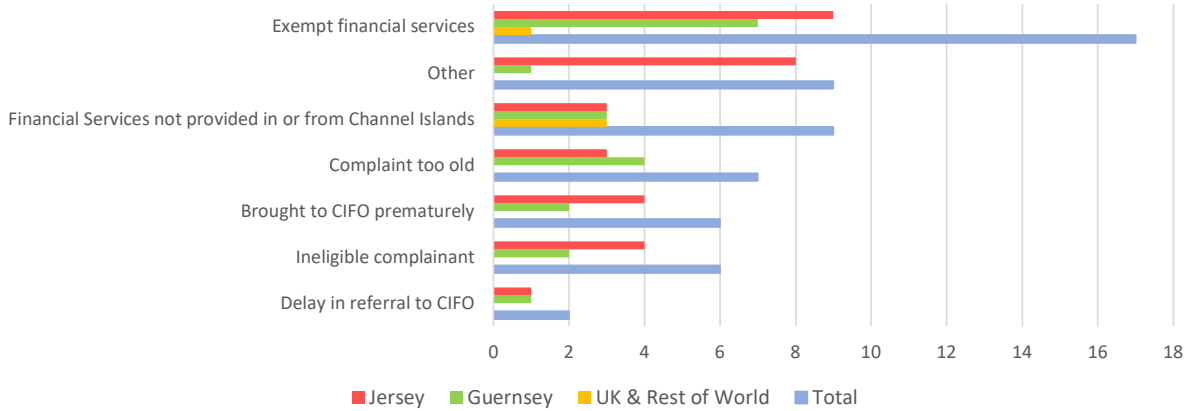
<sup>[1]</sup> Please note some complaints may have been out-of-mandate for more than one reason.



Reasons for the 50 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	4	13%	2	10%	0	0%	6	11%
Delay in referral to CIFO	1	3%	1	5%	0	0%	2	4%
Financial Services not provided in or from Channel Islands	3	9%	3	15%	3	75%	9	16%
Exempt financial services	9	28%	7	35%	1	25%	17	30%
Complaint too old (outside of CIFO time limits)	3	9%	4	20%	0	0%	7	13%
Ineligible complainant	4	13%	2	10%	0	0%	6	11%
Other*	8	25%	1	5%	0	0%	9	16%
<b>Total reasons</b>	<b>32</b>	<b>100%</b>	<b>20</b>	<b>100%</b>	<b>4</b>	<b>100%</b>	<b>56</b>	<b>100%</b>

\*Primarily one mass complaint against an individual who was not deemed to be a financial services provider

### Q1 Complaints - Why complaints did not become cases



Closed Complaints by Outcome		
Complaint out of CIFO's mandate	50	33%
Complaint withdrawn by complainant after coming to CIFO	9	6%
<b>Case Files Mediated in Favour of Complainant</b>	39	25%
- Compensation less than FSP offer	0	
- Compensation the same as FSP offer	2	
- Compensation more than FSP offer	37	
<b>Case Files Mediated in Favour of FSP</b>	35	23%
<b>Case Files Determined in Favour of Complainant</b>	4	3%
- Compensation less than FSP offer	1	
- Compensation the same as FSP offer	0	
- Compensation more than FSP offer	3	
<b>Case Files Determined in Favour of FSP</b>	16	10%
<b>Total Closed Complaints</b>	<b>153</b>	<b>100%</b>

Type of Complainant - Complaints Opened in Period		
Type	Number	Percentage
Individual (Consumer)	111	95%
Individual (Trustee)	0	0%
Microenterprise	6	5%
Charity	0	0%
Other	0	0%
<b>Total</b>	<b>117</b>	<b>100%</b>

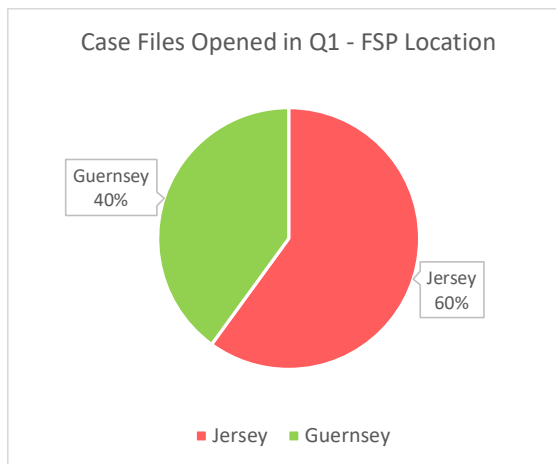
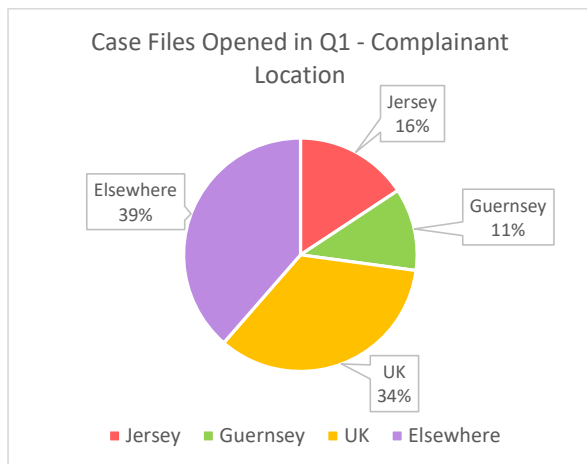
## II: ANALYSIS OF CASE FILES

Period Analysis (Q1 2021)	
<b>Opening Case File Inventory as at 1 January 2021</b>	<b>239</b>
Case Files Opened in Q1 2021	70
Case Files Closed in Q1 2021	99
Net Period Change in Case File Inventory	-29
<b>End of Period Case File Inventory as at 31 March 2021</b>	<b>210</b>

Cumulative Analysis (2021 year to date)	
<b>Opening Case File Inventory as at 1 January 2021</b>	<b>239</b>
Case Files Opened 2021 year to date	70
Case Files Closed 2021 year to date	99
<b>End of Period Case File Inventory as at 31 March 2021</b>	<b>210</b>

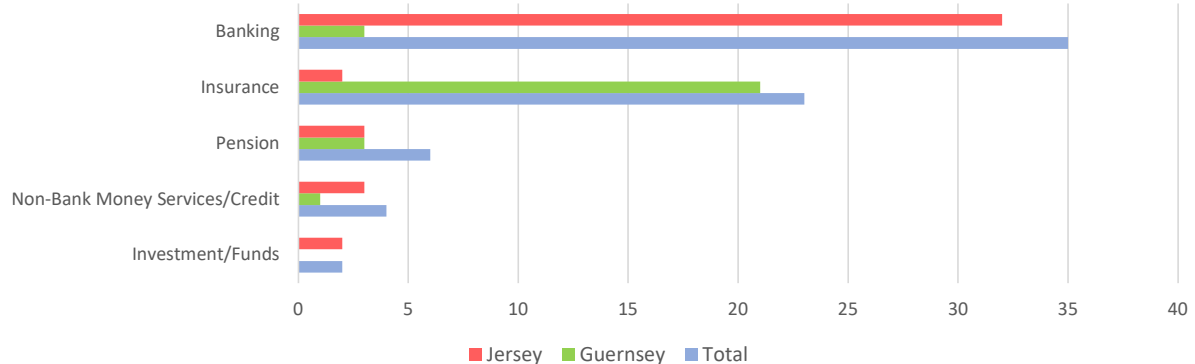
### CASE FILE HIGHLIGHTS

- Of the 74 case files closed by mediation in Q1 2021, 53% (39) were mediated in favour of the complainant, with 95% (37) receiving compensation higher than the FSP's original offer and 5% (2) receiving the same amount or less compensation than originally offered. 47% (35) of case files were mediated in favour of the FSP.
- Of the 20 case files closed by determination in Q1 2021, 20% (4) were determined in favour of the complainant, with 75% (3) receiving compensation higher than the FSP's original offer. 80% (16) case files were determined in favour of the FSP.
- Of the 70 case files opened in Q1 2021, 16% (11) involve a Jersey-based complainant, 11% (8) involve a Guernsey-based complainant, 34% (24) involve a UK-based complainant, and 39% (27) involve a complainant from elsewhere.

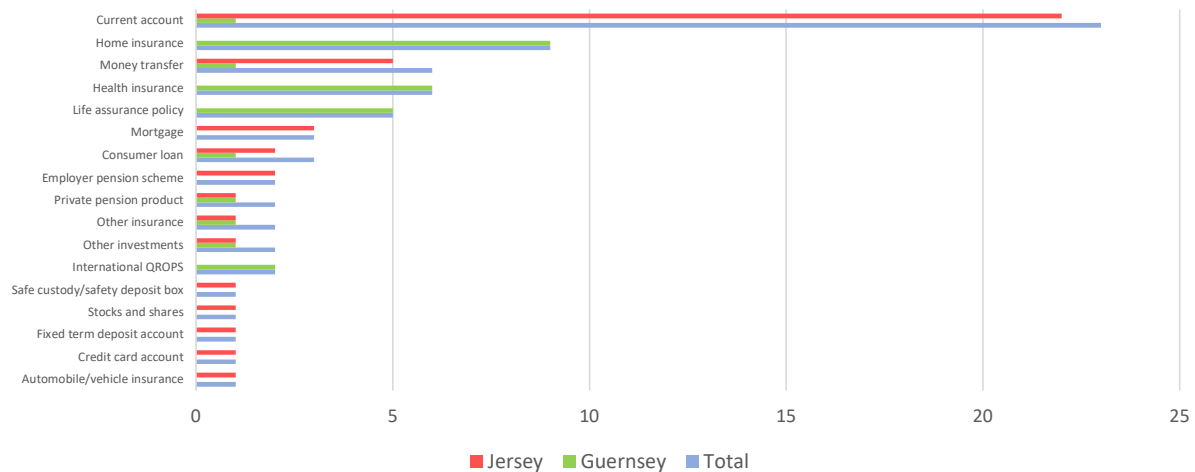


# CASE FILE DATA

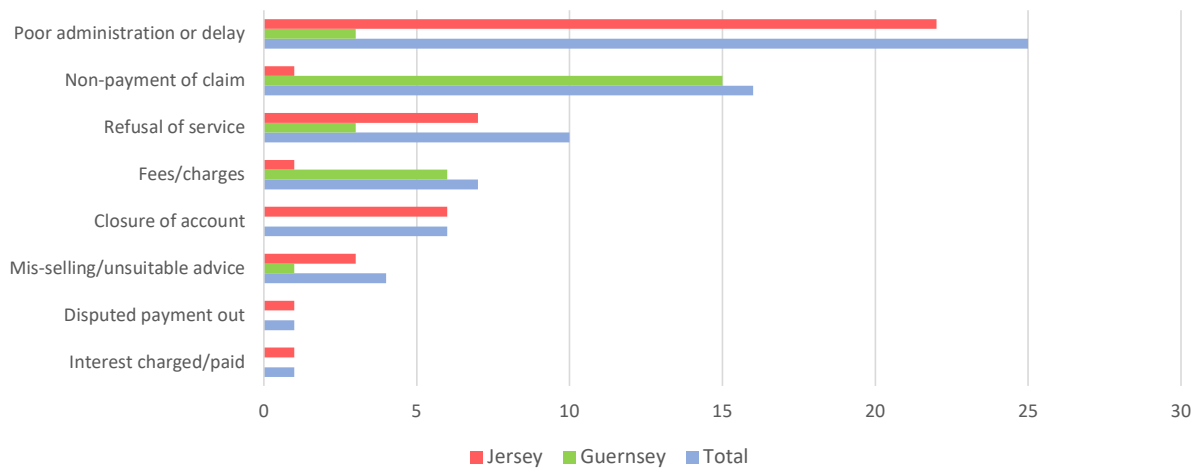
## Case Files Opened in Q1 - Sector of Business Activity



## Case Files Opened in Q1 - Product Areas



## Case Files Opened in Q1 - Issue



**CASE FILE HIGHLIGHTS (CONTINUED)**

- Of the 70 case files opened by CIFO in Q1 2021, 33% (23) related to current accounts, 13% (9) related to home insurance, and 9% (6) related to money transfers. The remaining 32 case files were in relation to 14 other product types.
- Poor administration or delay was the most common issue, occurring in 36% (25) of the case files opened by CIFO this quarter.
- Non-payment of claims and refusals of service were the second most common issues, represented in 23% (16) and 14% (10) of case files respectively.

<b>Q1 Case Files - Top Product Areas</b>		
<b>Product</b>	<b>Number</b>	<b>Percentage</b>
Current account	23	33%
Home insurance	9	13%
Money transfer	6	9%

<b>Q1 Case Files - Top Issues</b>		
<b>Issue</b>	<b>Number</b>	<b>Percentage</b>
Poor administration or delay	25	36%
Non-payment of claim	16	23%
Refusal of service	10	14%