

CIFO PUBLIC COMPLAINT STATISTICS - Q2 2022

These statistics cover the work of the Channel Islands Financial Ombudsman (CIFO) for the three months ended 30 June 2022 (Q2 2022)

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 (Q2 2022)	
Complaints on hand at start of the period	222
Net adjustment on opening figure - complaints reopened	1
Complaints opened during the period	110
Complaints closed during the period	166
Complaints on hand at the end of the period	167
Cumulative Analysis 2022	
Complaints on hand at start of 2022	203
Net adjustment on opening figure - complaints reopened	4
Total Complaints Received	244
Total Complaints Closed	284
Complaints on hand at the end of the period	167

Q2 COMPLAINT HIGHLIGHTS

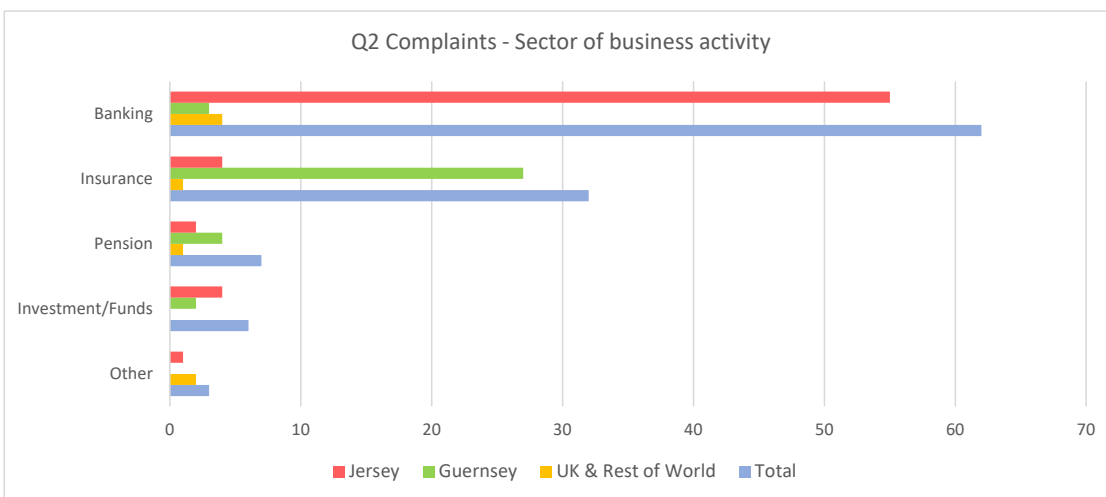
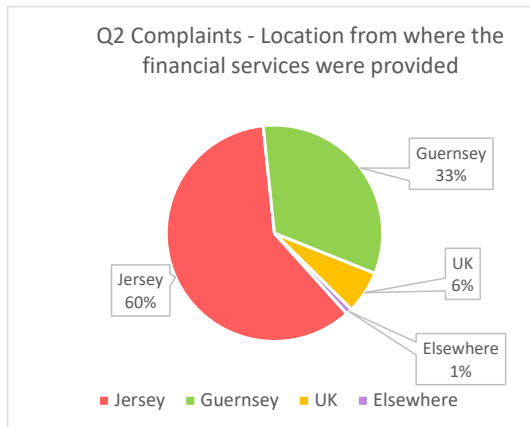
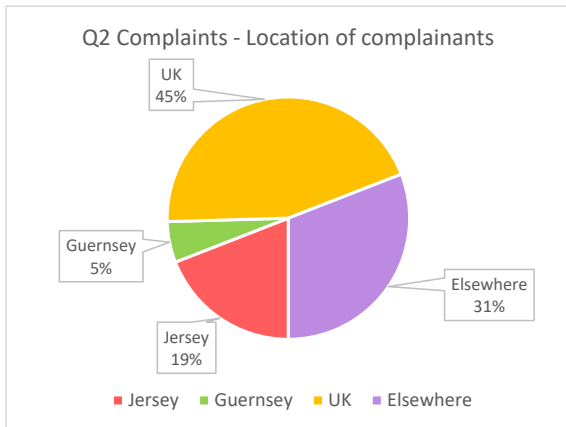
Of the 166 closed in Q2 2022:

- 32% (53) were successfully mediated;
- 31% (52) could not be dealt with as they were outside the scope of CIFO's mandate as set by law;
- 20% (34) were settled by the FSP after being contacted by CIFO.
- 11% (17) were determined by the Ombudsman;
- 6% (10) were withdrawn by the complainant after coming to CIFO.

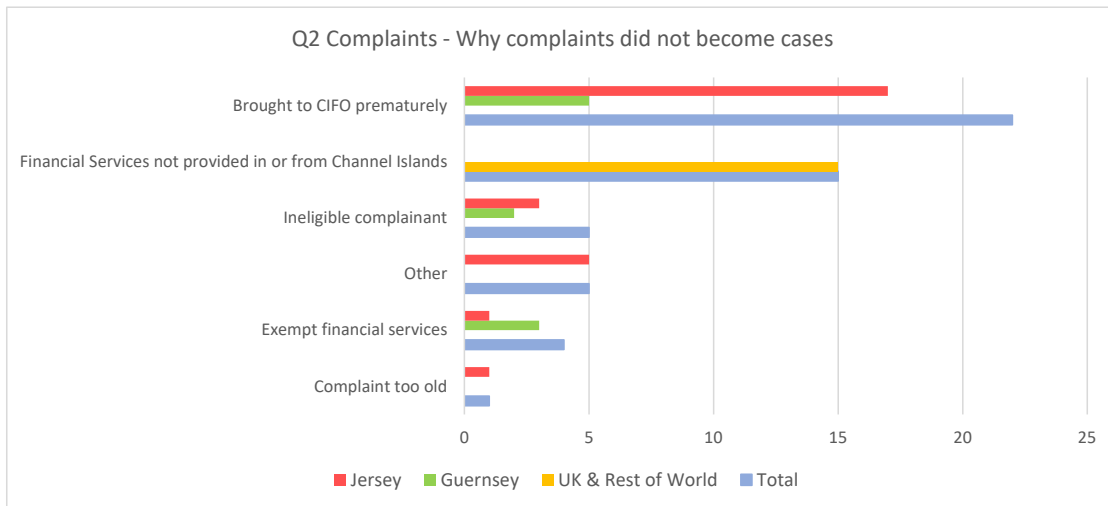
Of the out-of-mandate complaints:

- 42% (22) were brought to CIFO prematurely;
- 29% (15) related to financial services that were not provided in or from the Channel Islands;
- 10% (5) were out-of-mandate for other reasons.
- 10% (5) complaints were brought to CIFO by ineligible complainants;
- 8% (4) related to financial services that are excluded by law from CIFO's mandate;
- 2% (1) complaint was about event before CIFO's mandate was effective (1 January 2010 for Jersey, 2 July 2013 Guernsey);

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



Reasons for the 52 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
Financial Services not	0	0%	0	0%	15	100%	15	29%
Brought to CIFO prematurely	17	63%	5	50%	0	0%	22	42%
Ineligible complainant	3	11%	2	20%	0	0%	5	10%
Other	5	19%	0	0%	0	0%	5	10%
Exempt financial services	1	4%	3	30%	0	0%	4	8%
Complaint about event before CIFO mandate effective date	1	4%	0	0%	0	0%	1	2%
Complaint too old	0	0%	0	0%	0	0%	0	0%
Total reasons	27	100%	10	100%	15	100%	52	100%



Closed Complaints by Outcome		
Complaint out of CIFO's mandate	52	31%
Complaint settled by FSP after contact with CIFO	34	20%
Complaint withdrawn by complainant after coming to CIFO	10	6%
Case Files Mediated in Favour of Complainant	32	19%
- Compensation less than FSP offer	0	
- Compensation the same as FSP offer	2	
- Compensation more than FSP offer	30	
Case Files Mediated in Favour of FSP	21	13%
Case Files Determined in Favour of Complainant	11	7%
- Compensation less than FSP offer	0	
- Compensation the same as FSP offer	1	
- Compensation more than FSP offer	10	
Case Files Determined in Favour of FSP	6	4%
Total Closed Complaints	166	100%

Type of Complainant - Complaints Opened in Period		
Type	Number	Percentage
Individual (Consumer)	103	94%
Individual (Trustee)	0	0%
Microenterprise	2	2%
Charity	1	1%
Other	4	4%
Total	110	100%

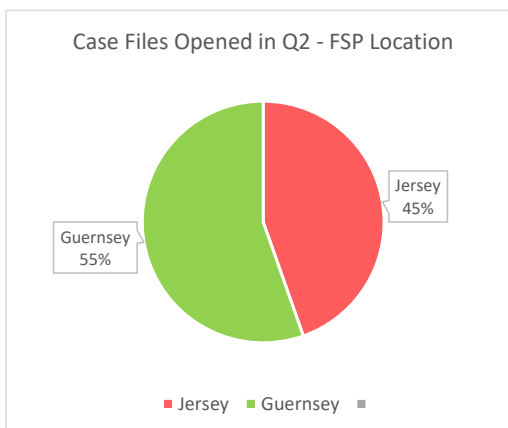
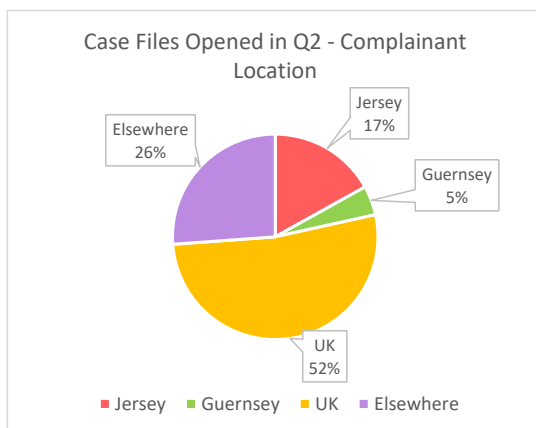
II: ANALYSIS OF CASE FILES

Period Analysis (Q2 2022)	
Opening Case File Inventory as at 1 April 2022	135
Case Files Opened in Q2 2022	65
Case Files Re-opened Q2 2022	0
Case Files Closed in Q2 2022	103
Net Period Change in Case File Inventory	(38)
End of Period Case File Inventory as at 30 June 2022	97

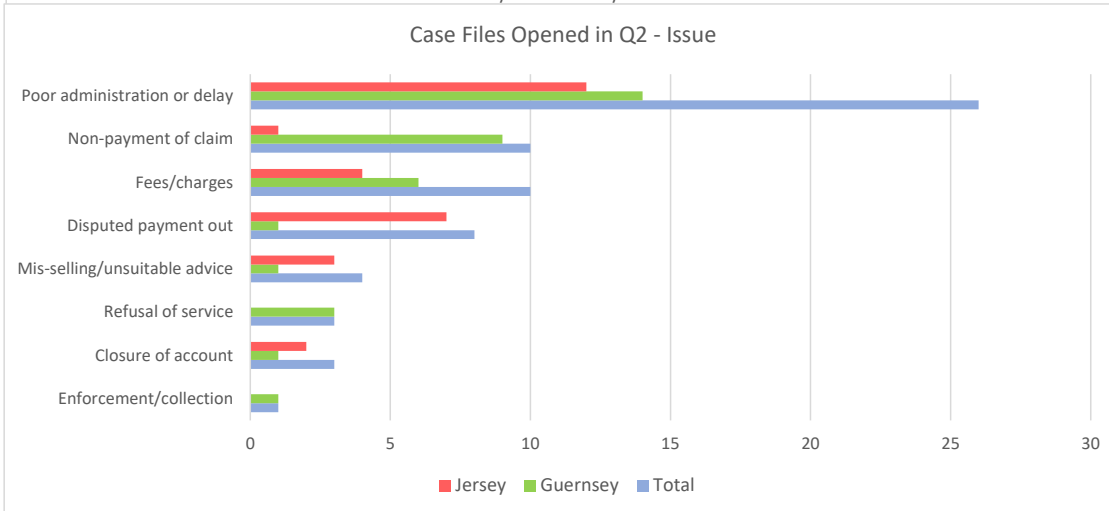
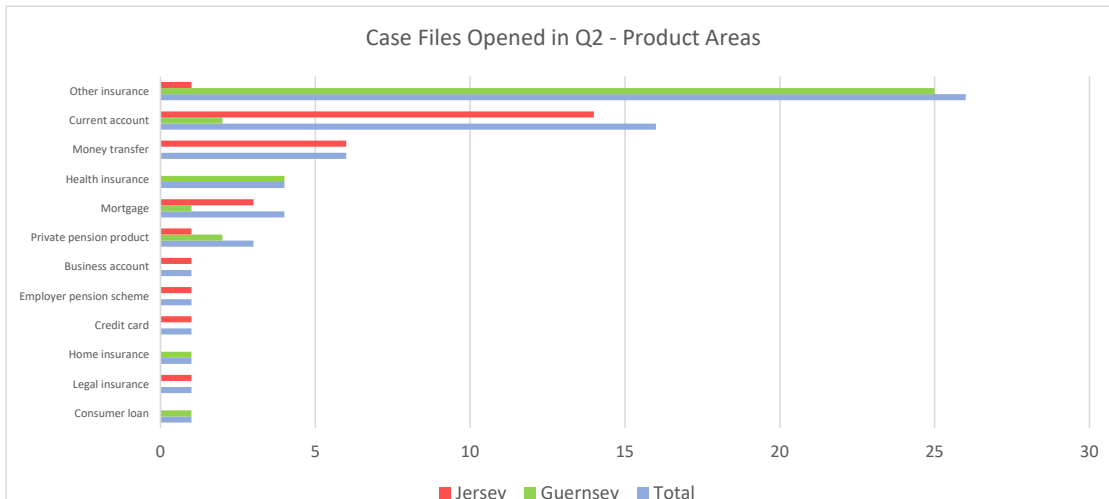
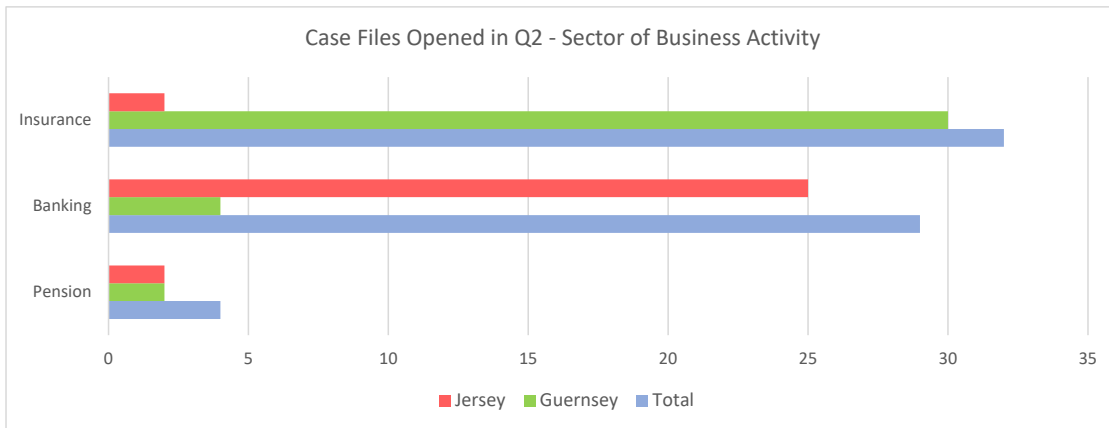
Cumulative Analysis	
Opening Case File Inventory as at 1 January 2022	132
Case Files Opened 2022	134
Case Files Re-opened 2022	1
Case Files Closed 2022	170
Net Period Change in Case File Inventory	(35)
End of Period Case File Inventory as at 30 June 2022	97

CASE FILE HIGHLIGHTS

- Of the 53 case files closed by mediation in Q2 2022, 60% (32) were mediated in favour of the complainant, with 94% (30) receiving compensation higher than the FSP's original offer and 6% (2) receiving the same amount compensation as originally offered. 40% (21) of case files were mediated in favour of the FSP.
- Of the 17 case files closed by determination in Q2 2022, 65% (11) were determined in favour of the complainant, with 91% (10) receiving compensation higher than the FSP's original offer and 9% (1) receiving less compensation than originally offered. 35% (6) case files were determined in favour of the FSP.
- Of the 65 case files opened in Q2 2022, 17% (11) involve a Jersey-based complainant, 5% (3) involve a Guernsey-based complainant, 52% (34) involve a UK-based complainant, and 26% (17) involve a complainant from elsewhere.



CASE FILE DATA



CASE FILE HIGHLIGHTS (CONTINUED)

- Of the 65 case files opened by CIFO in Q2 2022, 40% (26) related to other insurance, 25% (16) related to current accounts and 9% (6) related to money transfer. The remaining 17 case files were in relation to 9 other product types.
- Poor administration or delay was the most common issue, occurring in 40% (26) of the case files opened by CIFO this quarter.
- Non payment of claim and fees/charges were the second most common issues, represented equally with 15% (10) of cases files each.

Q2 Case Files - Top Product Areas		
Product	Number	Percentage
Other insurance	26	40%
Current account	16	25%
Money transfer	6	9%

Q2 Case Files - Top Issues		
Issue	Number	Percentage
Poor administration or delay	26	40%
Non payment of claim	10	15%
Fees and charges	10	15%