

CIFO PUBLIC COMPLAINT STATISTICS - Q2 2021

These statistics cover the work of the Channel Islands Financial Ombudsman (CIFO) for the three months ended 30 June 2021 (Q2 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 (Q2 2021)	
Complaints on hand at start of the period	287
Complaints opened during the period	176
Complaints closed during the period	179
Net change in number of complaints on hand	(3)
Complaints on hand at the end of the period	284

Cumulative Analysis (2021 Year to Date)	
Complaints on hand at start of 2021	323
Total Complaints Received	293
Total Complaints Closed	332
Complaints on hand at the end of the period	284

Q2 COMPLAINT HIGHLIGHTS

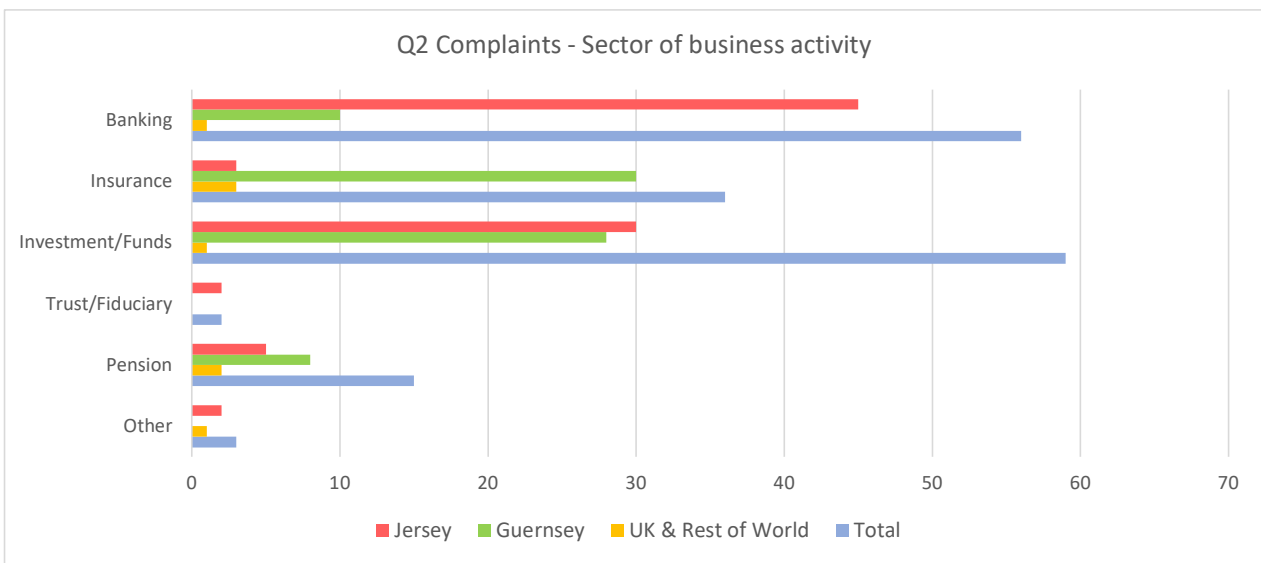
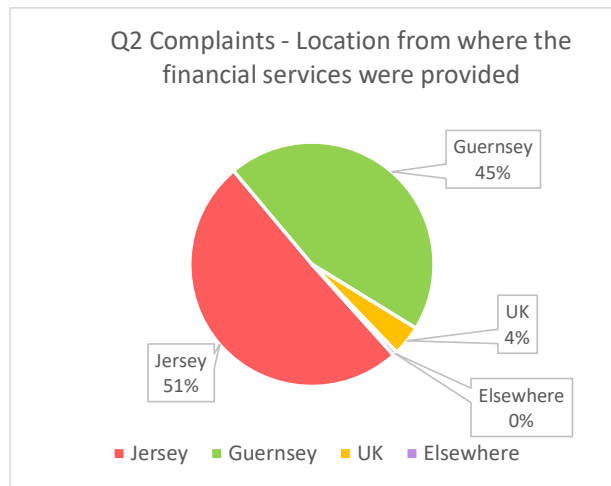
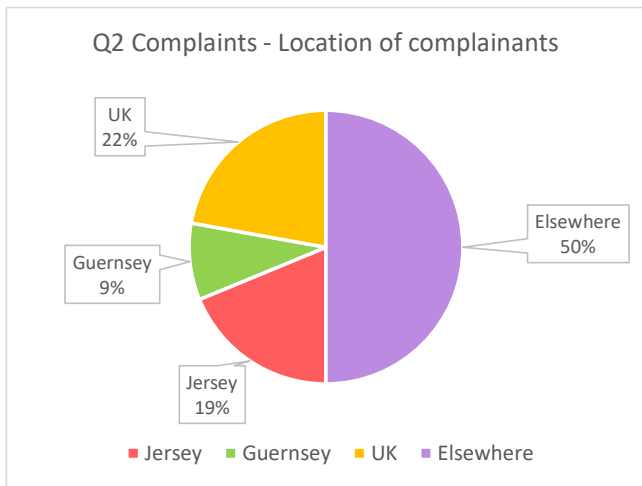
Of the 179 closed in Q2 2021:

- 36% (65) could not be dealt with as they were outside the scope of CIFO's mandate as set by law;
- 13% (24) were determined by the Ombudsman;
- 45% (80) were successfully mediated;
- 6% (10) were withdrawn by the complainant after coming to CIFO.

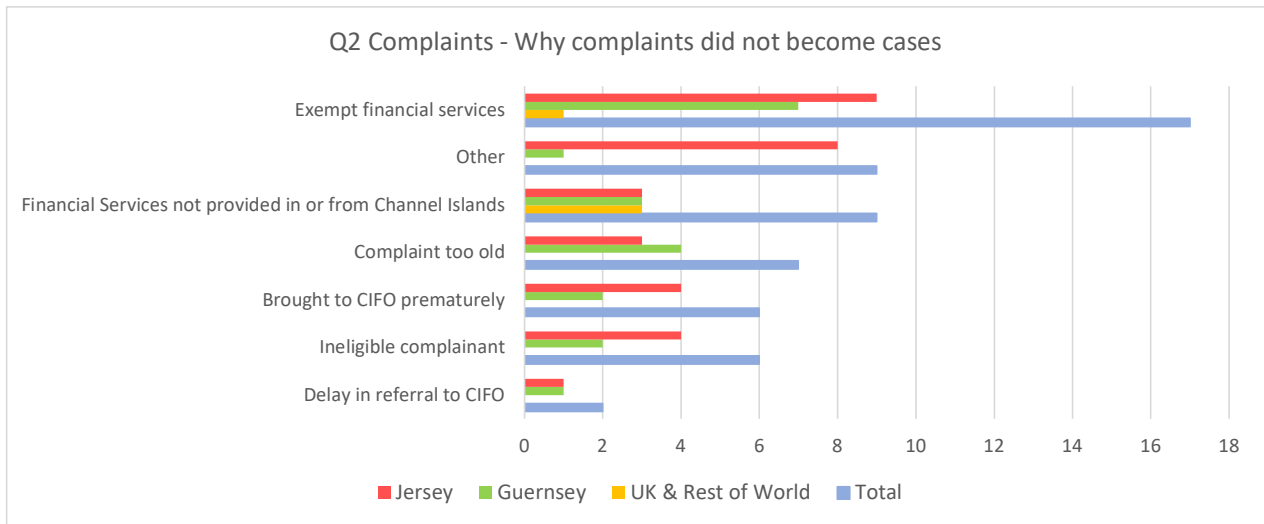
Of the 65 out-of-mandate complaints:

- 20% (13) were brought to CIFO prematurely;
- 5% (3) complaint was brought to CIFO too late after the complainant received the FSP's final response;
- 12% (8) 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);
- 9% (6) related to financial services that are excluded by law from CIFO's mandate;
- 14% (9) related to financial services that were not provided in or from the Channel Islands;
- 17% (11) complaints were brought to CIFO by ineligible complainants;
- 23% (15) were out-of-mandate for other reasons.

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



Reasons for the 65 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	11	25%	2	11%	0	0%	13	20%
Delay in referral to CIFO	1	2%	2	11%	0	0%	3	5%
Financial Services not provided in or from Channel Islands	4	9%	3	17%	2	100%	9	14%
Exempt financial services	4	9%	2	11%	0	0%	6	9%
Complaint about event before CIFO mandate effective date	0	0%	3	17%	0	0%	3	5%
Complaint too old (outside of CIFO time limits)	2	4%	3	17%	0	0%	5	7%
Ineligible complainant	9	20%	2	11%	0	0%	11	17%
Other	14	31%	1	5%	0	0%	15	23%
Total reasons	45	100%	18	100%	2	100%	65	100%



Closed Complaints by Outcome		
Complaint out of CIFO's mandate	65	36%
Complaint withdrawn by complainant after coming to CIFO	10	5%
Case Files Mediated in Favour of Complainant	41	23%
- Compensation less than FSP offer	0	
- Compensation the same as FSP offer	5	
- Compensation more than FSP offer	36	
Case Files Mediated in Favour of FSP	39	22%
Case Files Determined in Favour of Complainant	3	2%
- Compensation less than FSP offer	0	
- Compensation the same as FSP offer	0	
- Compensation more than FSP offer	3	
Case Files Determined in Favour of FSP	21	12%
Total Closed Complaints	179	100%

Type of Complainant - Complaints Opened in Period		
Type	Number	Percentage
Individual (Consumer)	167	95%
Individual (Trustee)	1	1%
Microenterprise	6	3%
Charity	2	1%
Other	0	0%
Total	176	100%

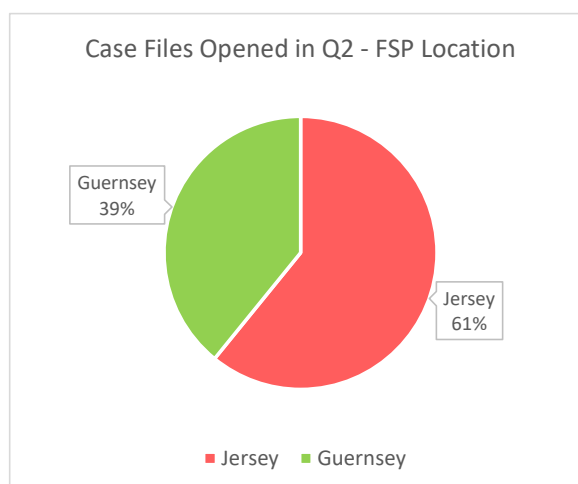
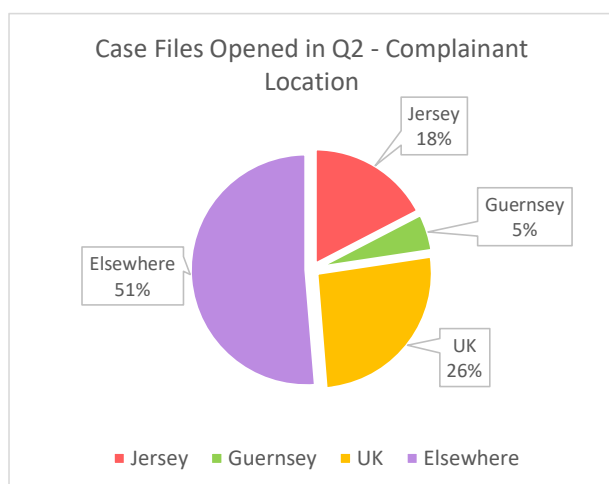
II: ANALYSIS OF CASE FILES

Period Analysis (Q2 2021)	
Opening Case File Inventory as at 1 April 2021	210
Case Files Opened in Q2 2021	114
Case Files Re-opened Q2 2021	3
Case Files Closed in Q2 2021	124
Net Period Change in Case File Inventory	(7)
End of Period Case File Inventory as at 30 June 2021	203

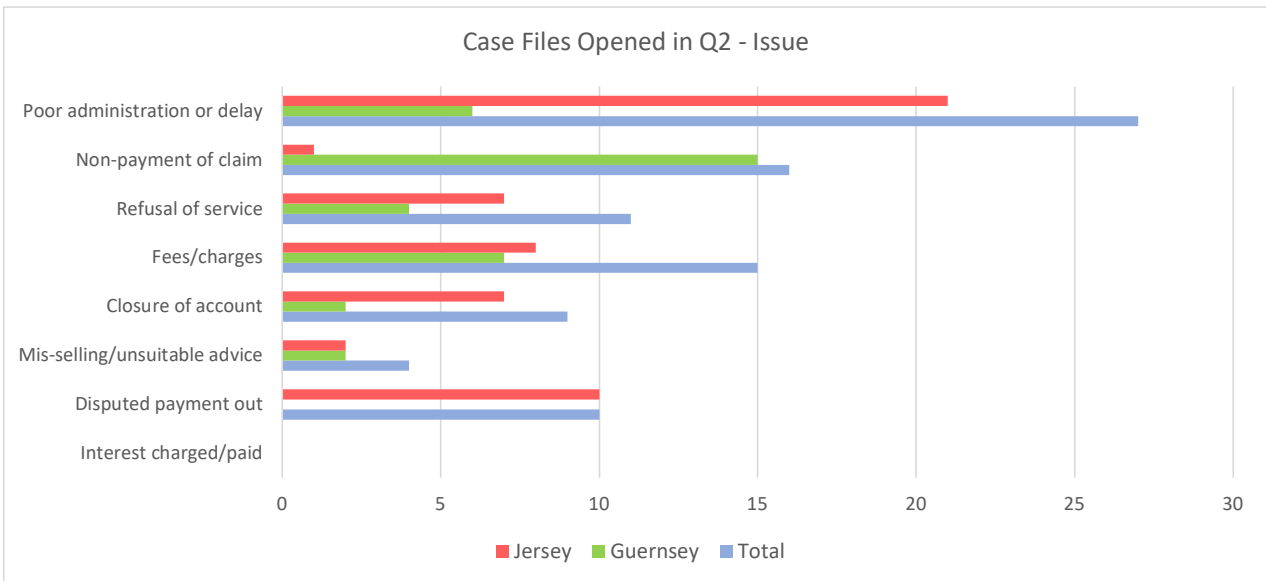
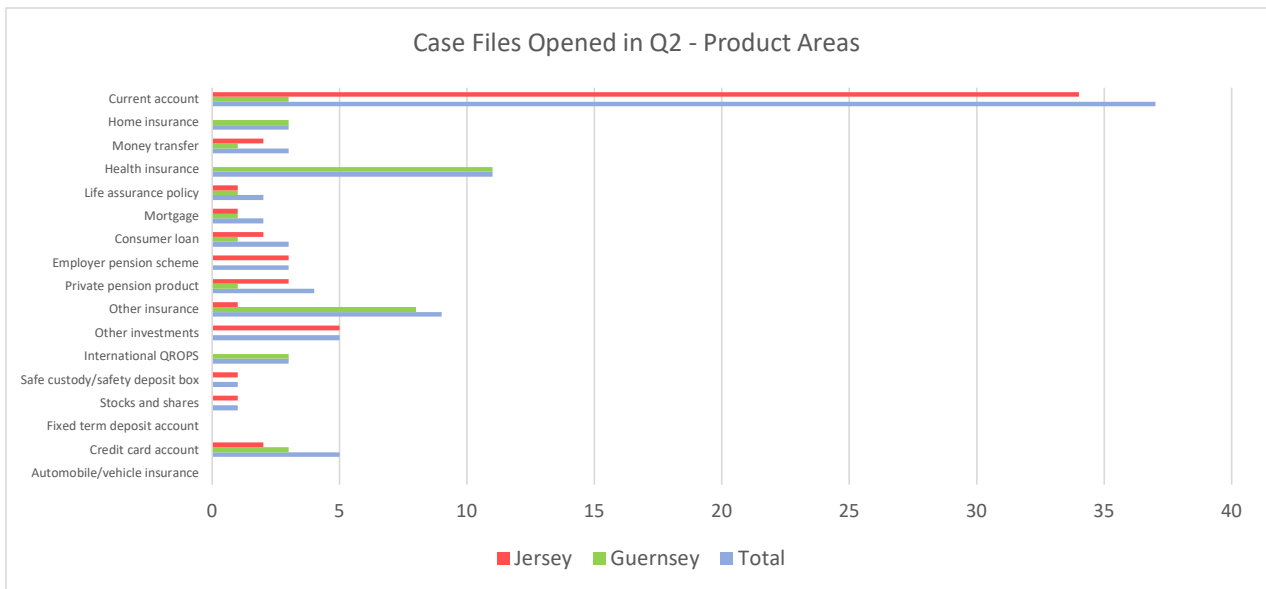
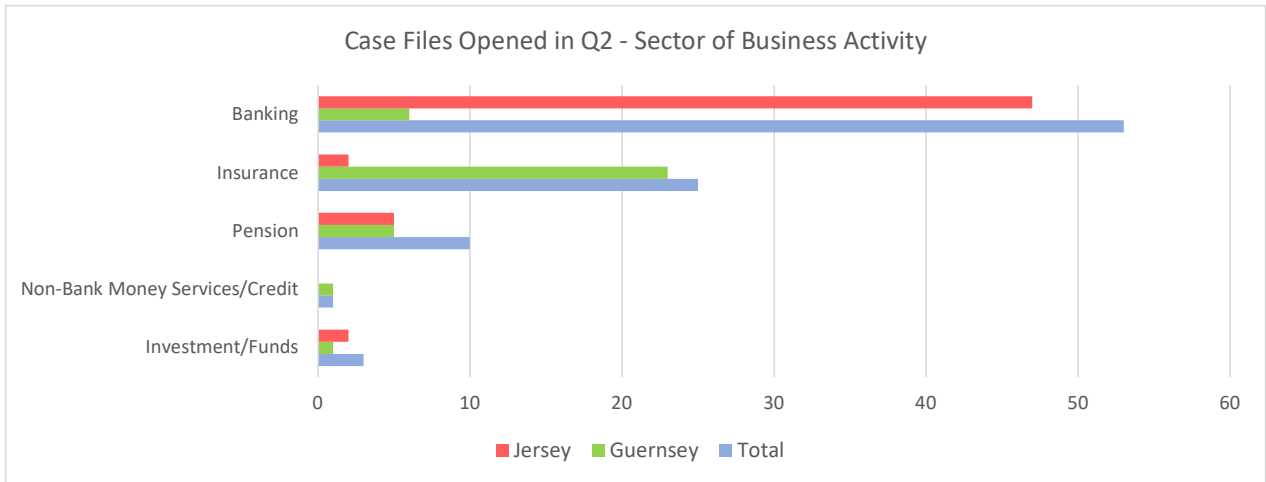
Cumulative Analysis (2021 year to date)	
Opening Case File Inventory as at 1 January 2021	239
Case Files Opened 2021 year to date	182
Case Files Re-opened 2021 year to date	3
Case Files Closed 2021 year to date	221
End of Period Case File Inventory as at 30 June 2021	203

CASE FILE HIGHLIGHTS

- Of the 80 case files closed by mediation in Q2 2021, 51% (41) were mediated in favour of the complainant, with 88% (36) receiving compensation higher than the FSP's original offer and 12% (5) receiving the same amount or less compensation than originally offered. 49% (39) of case files were mediated in favour of the FSP.
- Of the 24 case files closed by determination in Q2 2021, 12% (3) were determined in favour of the complainant, with 100% (3) receiving compensation higher than the FSP's original offer. 88% (21) case files were determined in favour of the FSP.
- Of the 114 case files opened in Q2 2021, 18% (20) involve a Jersey-based complainant, 5% (6) involve a Guernsey-based complainant, 26% (29) involve a UK-based complainant, and 51% (59) involve a complainant from elsewhere.



CASE FILE DATA



CASE FILE HIGHLIGHTS (CONTINUED)

- Of the 114 case files opened by CIFO in Q2 2021, 32% (37) related to current accounts, 10% (11) related to health insurance, and 8% (9) related to other insurance. The remaining 52 case files were in relation to 14 other product types.
- Poor administration or delay was the most common issue, occurring in 24% (27) of the case files opened by CIFO this quarter.
- Non-payment of claims and fees / charges were the second most common issues, represented in 14% (16) and 13% (15) of case files respectively.

Q2 Case Files - Top Product Areas		
Product	Number	Percentage
Current account	37	32%
Health insurance	11	10%
Other insurance	9	8%

Q2 Case Files - Top Issues		
Issue	Number	Percentage
Poor administration or delay	27	24%
Non-payment of claim	16	14%
Fees / charges	15	13%