CIFO PUBLIC COMPLAINT STATISTICS - Q3 2025

These statistics cover the work of the Channel Islands Financial Ombudsman (CIFO) for the three months ended 30th September 2025 (Q3 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 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.

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.

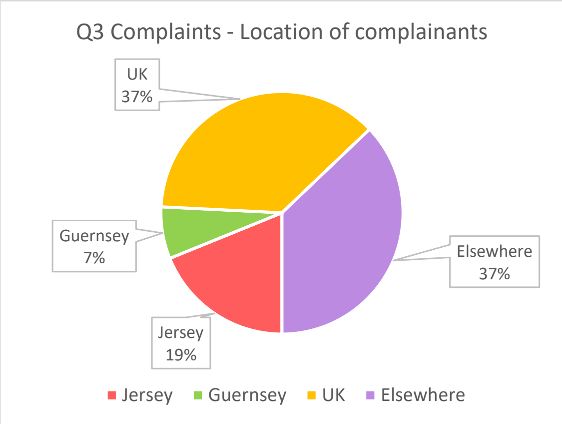
Period Analysis (Q3 2025)	
Complaints on hand at start of the period	**255**
Net adjustment on opening figure - complaints reopened	9
Complaints opened during the period	159
Complaints closed during the period	214
Complaints on hand at the end of the period	**209**

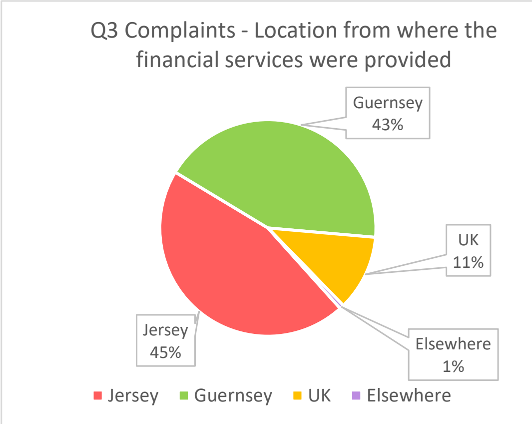
Cumulative Analysis 2025	
Complaints on hand at start of 2025	**243**
Net adjustment on opening figure - complaints reopened	10
Total complaints received	424
Total complaints closed	468
Complaints on hand at the end of the period	**209**

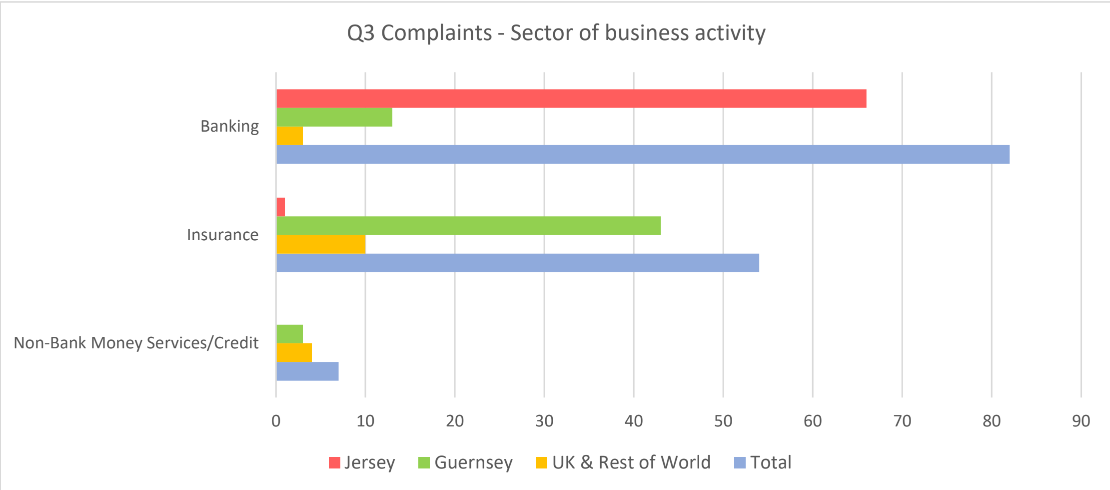
Q3 COMPLAINT HIGHLIGHTS

Of the 214 complaints closed in Q3 2025:
- 36% (77) could not be dealt with as they were outside the scope of CIFO's mandate as set by law;
- 29% (61) were successfully mediated;
- 23% (49) were determined by an Ombudsman;
- 8% (18) were settled by the FSP after the complainant came to CIFO;
- 4% (9) were withdrawn by the complainant after coming to CIFO.

Of the 77 out-of-mandate complaints: (some will have more than one reason)
- 42% (33) were brought to CIFO prematurely;
- 24% (19) related to financial services that were not provided in or from the Channel Islands;
- 16% (13) related to financial services that are excluded by law from CIFO's mandate;
- 6% (5) complaints were brought to CIFO by ineligible complainants;
- 5% (4) complaints were out-of mandate for other reasons;
- 4% (3) were too old;
- 3% (2) there was a delay in referral to CIFO;

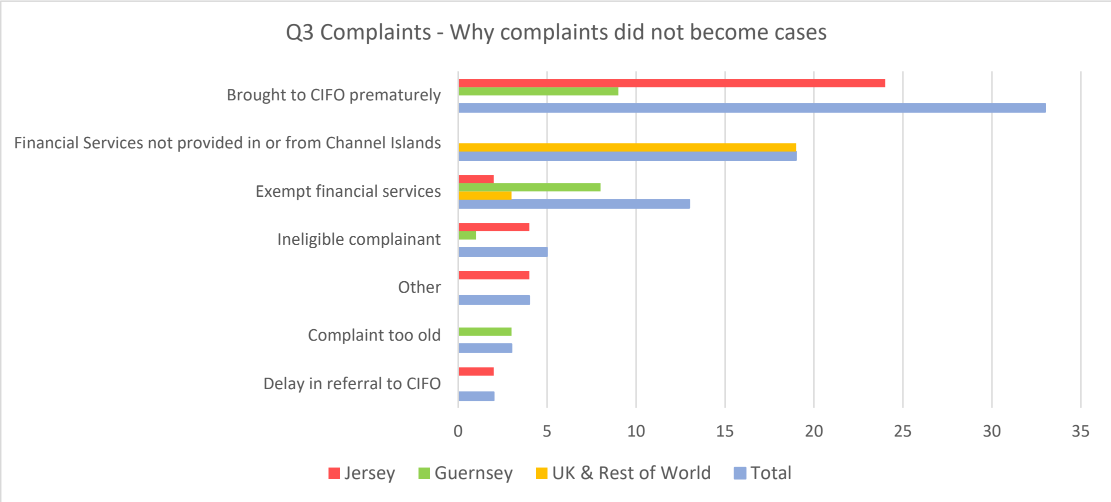






Reasons for the complaints that were out-of-mandate (OOM)

Reason	Jersey		Guernsey		UK & Rest of World		Total	
	Number	% of Total	Number	% of Total	Number	% of Total	Number	% of Total
Brought to CIFO prematurely	24	67%	9	43%	0	0%	33	42%
Financial services not provided in or from Channel Islands	0	0%	0	0%	19	86%	19	24%
Exempt financial services	2	6%	8	38%	3	14%	13	16%
Ineligible complainant	4	11%	1	5%	0	0%	5	6%
Other	4	11%	0	0%	0	0%	4	5%
Complaint too old	0	0%	3	14%	0	0%	3	4%
Delay in referral to CIFO	2	6%	0	0%	0	0%	2	3%
Total reasons	**36**	**100%**	**21**	**100%**	**22**	**100%**	**79**	**100%**



Closed Complaints by Outcome			
Complaint out of CIFO's mandate		77	36%
Complaint settled by FSP after complainant came to CIFO		18	8%
Complaint withdrawn by complainant after coming to CIFO		9	4%
Case files mediated in favour of Complainant		37	17%
Case files upheld in part - Mediated		8	4%
- Compensation the same as FSP offer	6		
- Compensation more than FSP offer	39		
Case files mediated in favour of FSP		16	7%
Case files determined in favour of Complainant		8	4%
Case files upheld in part - Determined		7	3%
- Compensation the same as FSP offer	4		
- Compensation more than FSP offer	11		
Case files determined in favour of FSP		34	16%
Total closed complaints		**214**	**100%**

Type of Complainant - Complaints Opened in Period		
Type	**Number**	**Percentage**
Individual (Consumer)	154	97%
Microenterprise	3	2%
Enterprise	2	1%
Total	**159**	**100%**

II: ANALYSIS OF CASE FILES

Period Analysis (Q2 2025)	
Opening Case File Inventory as at 1 July 2025	**132**
Net adjustment on opening figure	0
Case Files Opened	115
Case Files Closed	130
Net Period Change in Case File Inventory	(15)
End of Period Case File Inventory as at 30 September 2025	**117**

Cumulative Analysis	
Opening Case File Inventory as at 1 January 2025	**107**
Net adjustment on opening figure	1
Case Files Opened	278
Case Files Closed	269
Net Period Change in Case File Inventory	10
End of Period Case File Inventory as at 30 September 2025	**117**

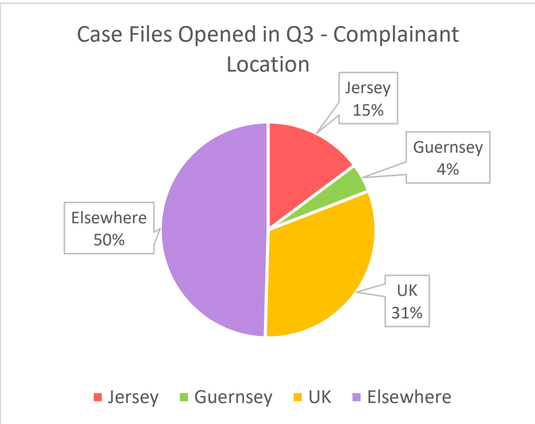
CASE FILE HIGHLIGHTS

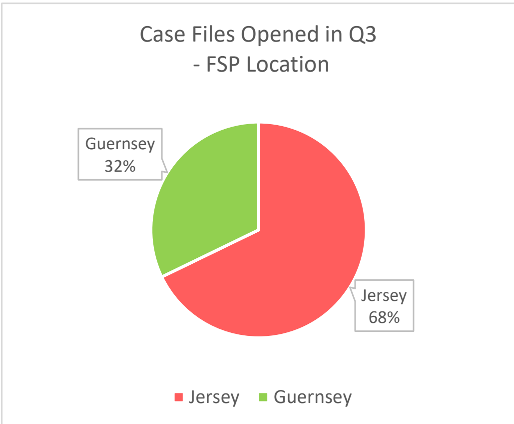
- Of the 61 case files closed by mediation in Q3 2025, 74% (45) were mediated in favour of the complainant with 37 upheld and 8 upheld in part. 87% (39) received compensation higher than the FSP's original offer, and 13% (6) received the same amount of compensation as originally offered. 26% (16) of case files were mediated in favour of the FSP.

- Of the 49 case files closed by determination in Q3 2025, 30% (15) were determined in favour of the complainant with 8 upheld and 7 upheld in part. 73% (11) received compensation higher than the FSP's original offer, and 27% (4) received the same amount of compensation as originally offered. 70% (34) case files were determined in favour of

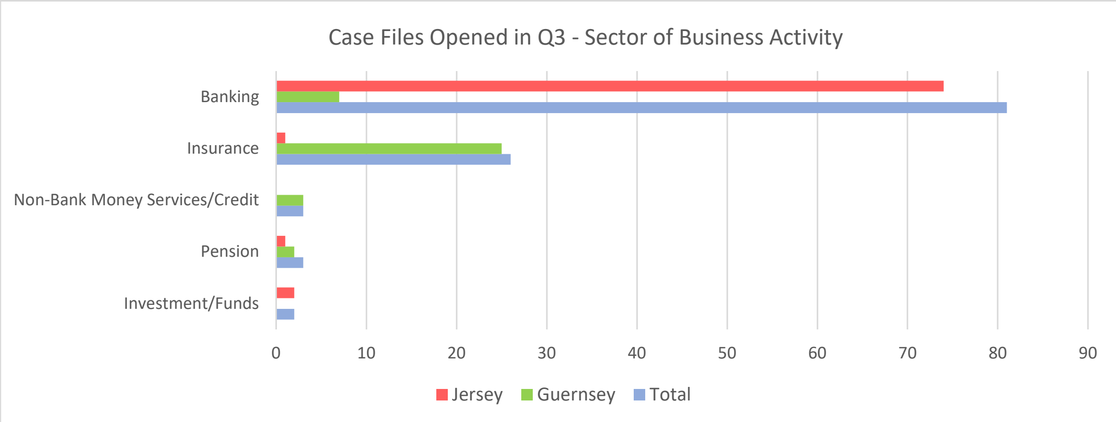
- The remaining cases closed were settled by FSP after the complainant came to CIFO 10% (13), out of mandate on further investigation 3% (4) and withdrawn by the complainant 2% (3). These case statistics are included within the figures provided for the complaint closure highlights.

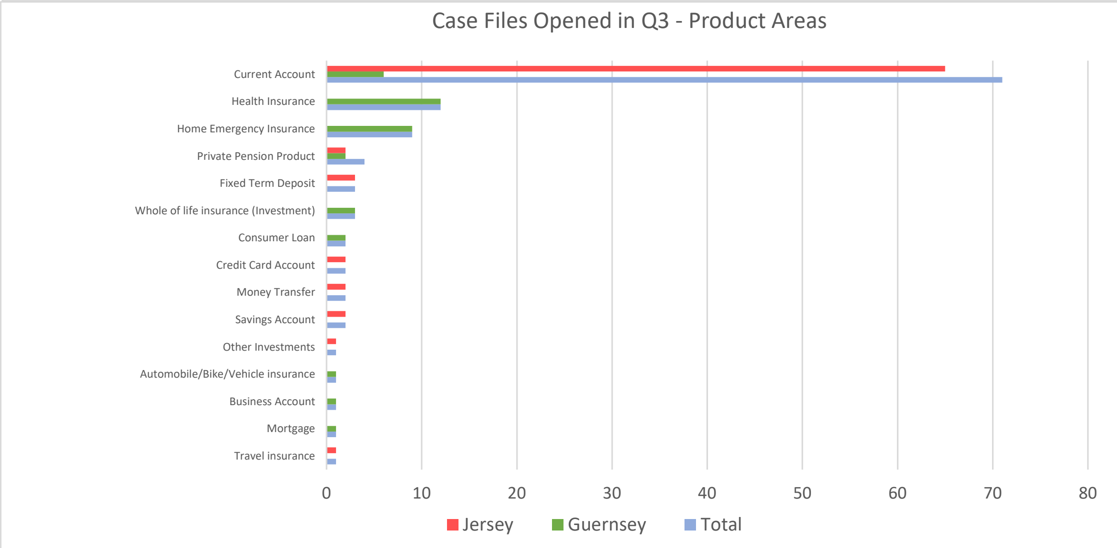
- Of the 115 case files opened in Q3 2025, 50% (57) involve a complainant from elsewhere, 31% (36) involve a UK-based complainant, 15% (17) involve a Jersey-based complainant and 4% (5) involve a Guernsey-based complainant .

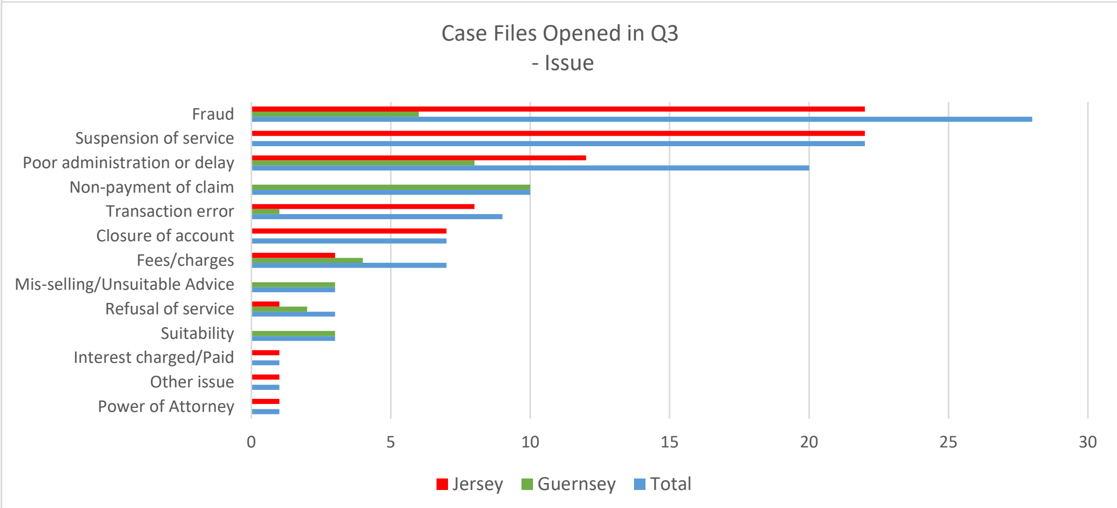




CASE FILE DATA







CASE FILE HIGHLIGHTS (CONTINUED)

- Of the 115 case files opened by CIFO in Q3 2025, 62% (71) related to current accounts, 10% (12) related to health insurance and 8% (9) related to home emergency insurance. The remaining 23 case files were in relation to 12 other product types.

- Fraud was the most common issue, occuring in 24% (28) of the case files opened by CIFO this quarter.

- Suspension of service was the second most common issue, represented in 19% (22) case files and the third most common issue was poor administration or delay, represented in 17% (20) of case files.

Q3 Case Files - Top Product Areas		
Product	**Number**	**Percentage**
Current account	71	62%
Health insurance	12	10%
Home emergency insurance	9	8%

Q3 Case Files - Top Issues		
Issue	**Number**	**Percentage**
Fraud	28	24%
Suspension of service	22	19%
Poor administration or delay	20	17%