

CIFO PUBLIC COMPLAINT STATISTICS - Q3 2022

These statistics cover the work of the Channel Islands Financial Ombudsman (CIFO) for the three months ended 30 September 2022 (Q3 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 (Q3 2022) | |
|--|-----|
| Complaints on hand at start of the period | 167 |
| Net adjustment on opening figure - complaints reopened | 6 |
| Complaints opened during the period | 129 |
| Complaints closed during the period | 135 |
| 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 | 373 |
| Total complaints closed | 413 |
| Complaints on hand at the end of the period | 167 |

Q3 COMPLAINT HIGHLIGHTS

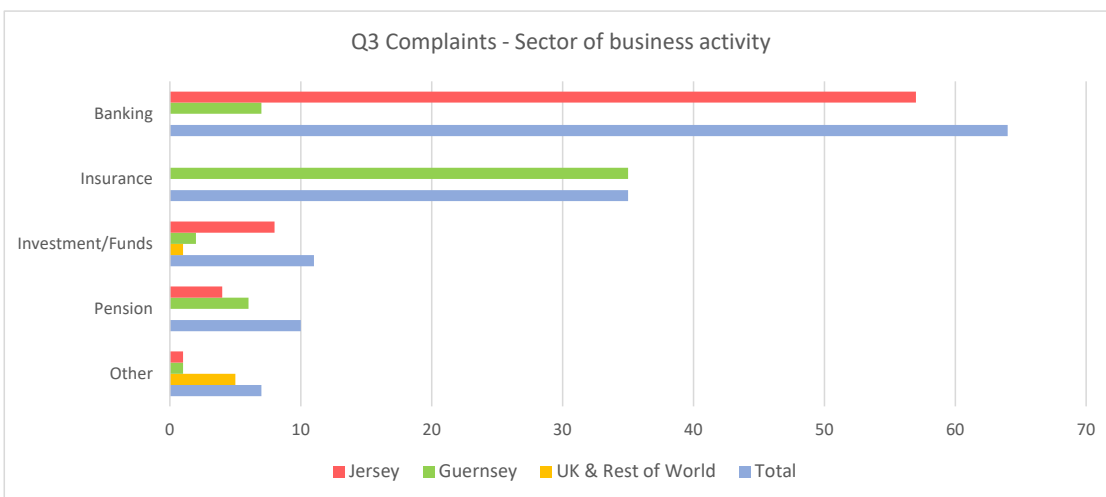
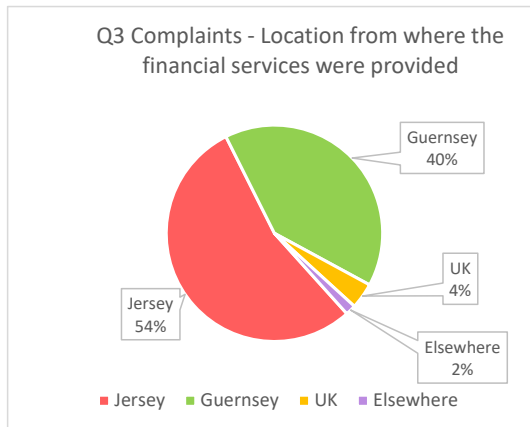
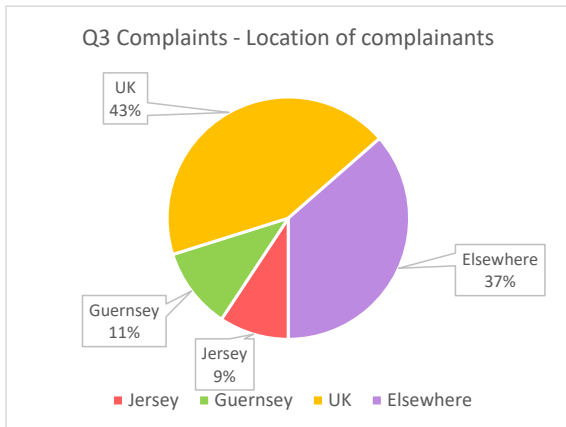
Of the 135 closed in Q3 2022:

- 38% (52) could not be dealt with as they were outside the scope of CIFO's mandate as set by law;
- 24% (32) were successfully mediated;
- 18% (24) were determined by an Ombudsman;
- 16% (22) were settled by the FSP after being contacted by CIFO;
- 4% (5) were withdrawn by the complainant after coming to CIFO.

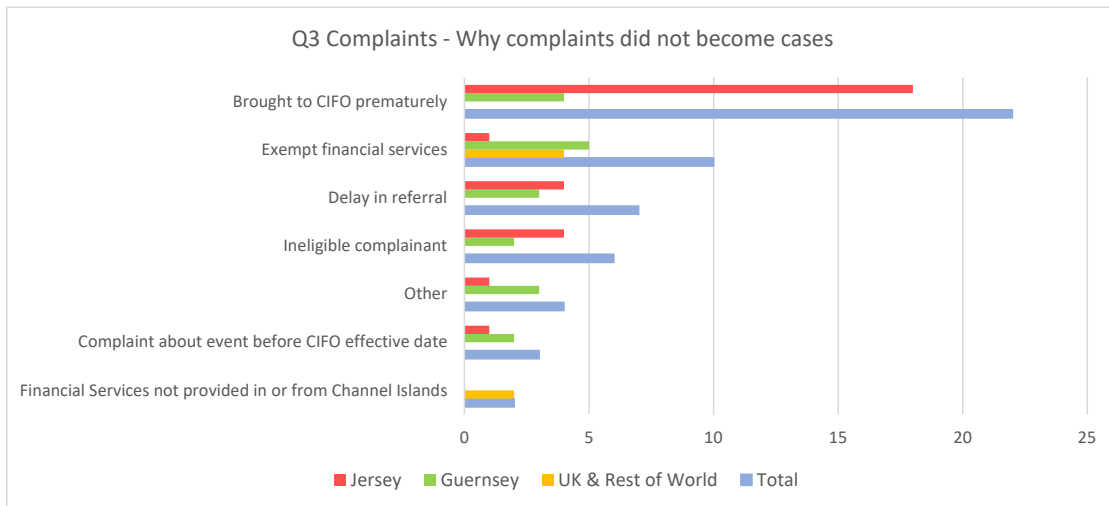
Of the 52 out-of-mandate complaints:

- 41% (22) were brought to CIFO prematurely;
- 18% (10) related to financial services that are excluded by law from CIFO's mandate;
- 13% (7) there was a delay in referral to CIFO;
- 11% (6) complaints were brought to CIFO by ineligible complainants;
- 7% (4) were out-of-mandate for other reasons;
- 6% (3) complaint was about event before CIFO's mandate was effective (1 January 2010 for Jersey, 2 July 2013 for Guernsey);
- 4% (2) related to financial services that were not provided in or from the Channel Islands.

[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 |
| Brought to CIFO prematurely | 18 | 62% | 4 | 21% | 0 | 0% | 22 | 41% |
| Exempt financial services | 1 | 3% | 5 | 26% | 4 | 67% | 10 | 19% |
| Delay in referral to CIFO | 4 | 14% | 3 | 16% | 0 | 0% | 7 | 13% |
| Ineligible complainant | 4 | 14% | 2 | 11% | 0 | 0% | 6 | 11% |
| Other | 1 | 3% | 3 | 16% | 0 | 0% | 4 | 7% |
| Complaint about event before CIFO mandate effective date | 1 | 3% | 2 | 11% | 0 | 0% | 3 | 6% |
| Financial Services not provided in or from Channel Islands | 0 | 0% | 0 | 0% | 2 | 33% | 2 | 4% |
| Total reasons | 29 | 100% | 19 | 100% | 6 | 100% | 54 | 100% |



| Closed Complaints by Outcome | | |
|--|------------|-------------|
| Complaint out of CIFO's mandate | 52 | 39% |
| Complaint settled by FSP after contact with CIFO | 22 | 16% |
| Complaint withdrawn by complainant after coming to CIFO | 5 | 4% |
| Case files mediated in favour of Complainant | 13 | 10% |
| Case files upheld in part - Mediated | 7 | 5% |
| - Compensation less than FSP offer | 0 | |
| - Compensation the same as FSP offer | 3 | |
| - Compensation more than FSP offer | 17 | |
| Case files mediated in favour of FSP | 12 | 9% |
| Case files determined in favour of Complainant | 10 | 7% |
| Case files upheld in part - Determined | 3 | 2% |
| - Compensation less than FSP offer | 0 | |
| - Compensation the same as FSP offer | 3 | |
| - Compensation more than FSP offer | 10 | |
| Case files determined in favour of FSP | 11 | 8% |
| Total closed complaints | 135 | 100% |

| Type of Complainant - Complaints Opened in Period | | |
|--|------------|-------------|
| Type | Number | Percentage |
| Individual (Consumer) | 124 | 96% |
| Individual (Trustee) | 0 | 0% |
| Microenterprise | 4 | 3% |
| Charity | 0 | 0% |
| Other | 1 | 1% |
| Total | 129 | 100% |

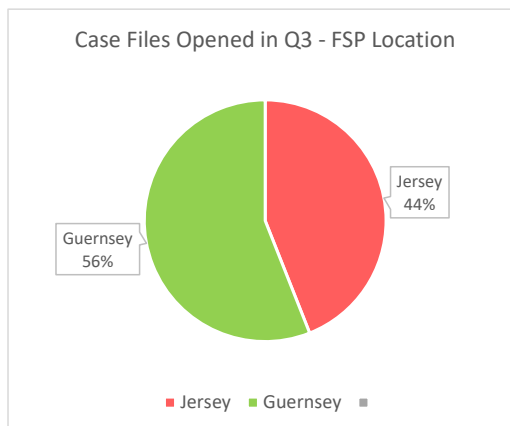
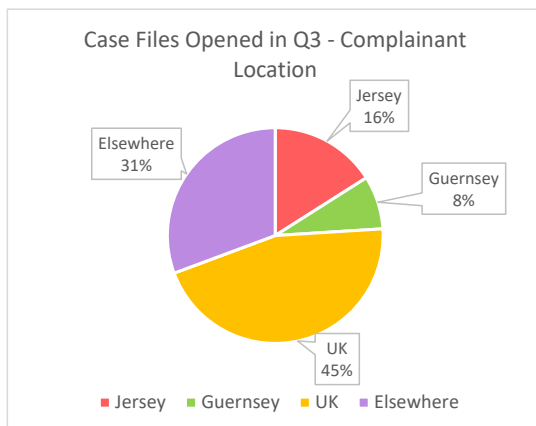
II: ANALYSIS OF CASE FILES

| Period Analysis (Q3 2022) | |
|---|-----|
| Opening Case File Inventory as at 1 July 2022 | 97 |
| Case Files Opened in Q3 2022 | 75 |
| Case Files Closed in Q3 2022 | 71 |
| Net Period Change in Case File Inventory | 4 |
| End of Period Case File Inventory as at 30 September 2022 | 101 |

| Cumulative Analysis | |
|---|------|
| Opening Case File Inventory as at 1 January 2022 | 132 |
| Case Files Opened 2022 | 209 |
| Case Files Re-opened 2022 | 1 |
| Case Files Closed 2022 | 241 |
| Net Period Change in Case File Inventory | (31) |
| End of Period Case File Inventory as at 30 September 2022 | 101 |

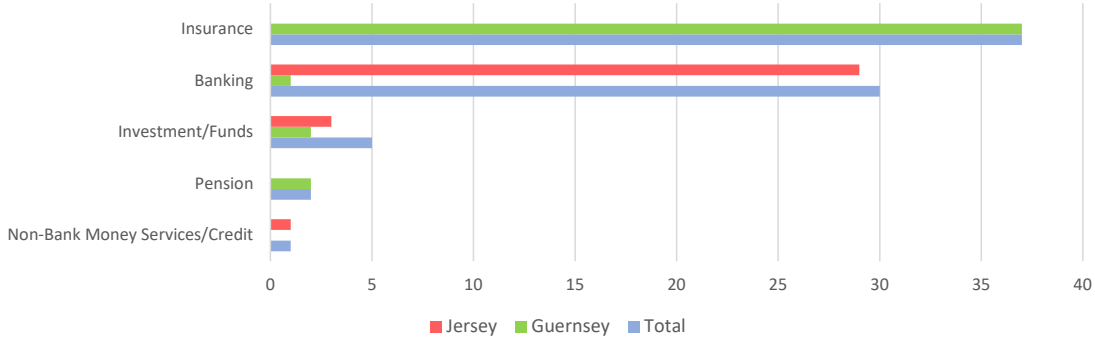
CASE FILE HIGHLIGHTS

- Of the 32 case files closed by mediation in Q3 2022, 40% (13) were mediated in favour of the complainant with 22% (7) upheld in part. 85% (17) received compensation higher than the FSP's original offer and 15% (3) received the same amount of compensation as originally offered. 38% (12) of case files were mediated in favour of the FSP.
- Of the 24 case files closed by determination in Q3 2022, 42% (10) were determined in favour of the complainant with 12% (3) upheld in part. 77% (10) received compensation higher than the FSP's original offer and 23% (3) received less compensation than originally offered. 46% (11) case files were determined in favour of the FSP.
- Of the 75 case files opened in Q3 2022, 16% (12) involve a Jersey-based complainant, 8% (6) involve a Guernsey-based complainant, 45% (34) involve a UK-based complainant, and 31% (23) involve a complainant from elsewhere.

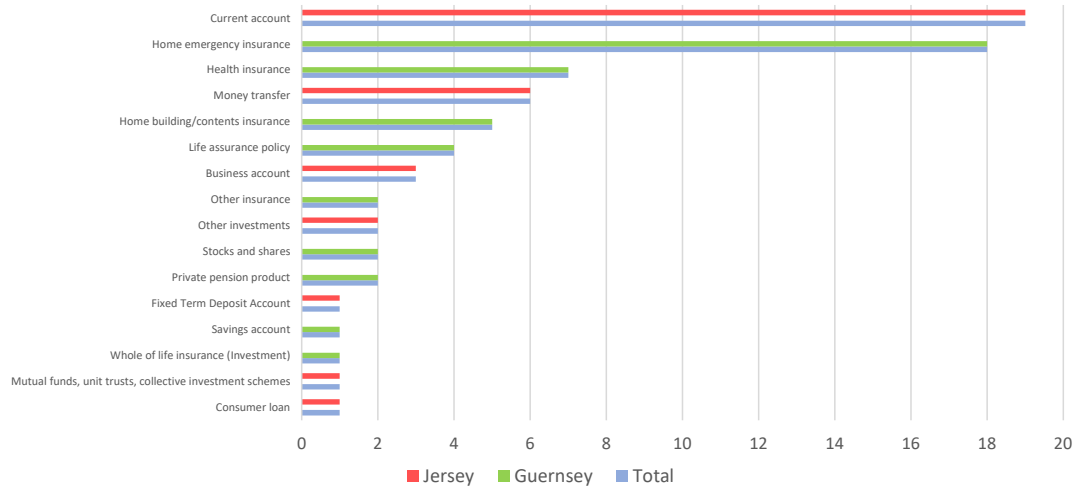


CASE FILE DATA

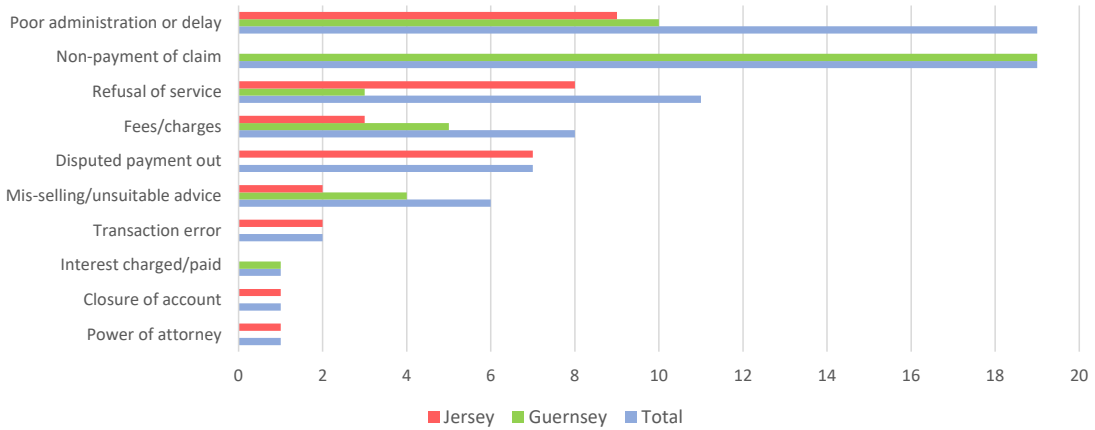
Case Files Opened in Q3 - Sector of Business Activity



Case Files Opened in Q3 - Product Areas



Case Files Opened in Q3 - Issue



CASE FILE HIGHLIGHTS (CONTINUED)

- Of the 75 case files opened by CIFO in Q3 2022, 25% (19) related to current accounts, 24% (18) related to home emergency and 9% (7) related to health insurance. The remaining 42 case files were in relation to 13 other product types.
- Poor administration or delay and non payment of claim were the joint most common issues, occurring equally in 25% (19) of the case files opened by CIFO this quarter.
- Refusal of service was the second most common issue, representing 15% (11) of case files.

| Q3 Case Files - Top Product Areas | | |
|--|---------------|-------------------|
| Product | Number | Percentage |
| Current account | 19 | 25% |
| Home emergency insurance | 18 | 24% |
| Health insurance | 7 | 9% |

| Q3 Case Files - Top Issues | | |
|-----------------------------------|---------------|-------------------|
| Issue | Number | Percentage |
| Poor administration or delay | 19 | 25% |
| Non payment of claim | 19 | 25% |
| Refusal of service | 11 | 15% |