

CIFO PUBLIC COMPLAINT STATISTICS - Q4 2025

These statistics cover the work of the Channel Islands Financial Ombudsman (CIFO) for the three months ended 31st December 2025 (Q4 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 (Q4 2025)	
Complaints on hand at start of the period	209
Net adjustment on opening figure - complaints reopened	14
Complaints opened during the period	147
Complaints closed during the period	201
Complaints on hand at the end of the period	169

Cumulative Analysis 2025	
Complaints on hand at start of 2025	243
Net adjustment on opening figure - complaints reopened	11
Total complaints received	571
Total complaints closed	656
Complaints on hand at the end of the period	169

Q4 COMPLAINT HIGHLIGHTS

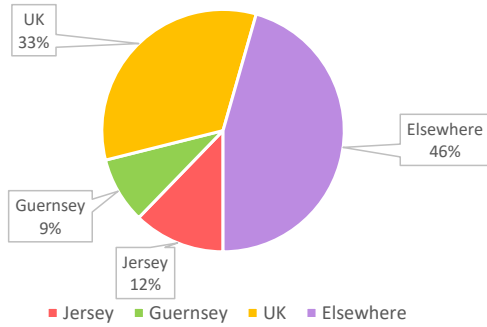
Of the 201 complaints closed in Q4 2025:

- 44% (89) were successfully mediated;
- 27% (55) could not be dealt with as they were outside the scope of CIFO's mandate as set by law;
- 17% (34) were determined by an Ombudsman;
- 7% (14) were settled by the FSP after the complainant came to CIFO;
- 5% (9) were withdrawn by the complainant after coming to CIFO.

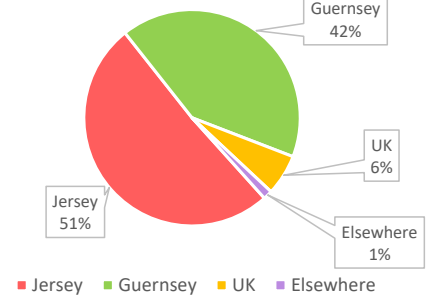
Of the 55 out-of-mandate complaints: (some will have more than one reason)

- 34% (19) were brought to CIFO prematurely;
- 23% (13) related to financial services that were not provided in or from the Channel Islands;
- 21% (12) related to financial services that are excluded by law from CIFO's mandate;
- 11% (6) complaints were brought to CIFO by ineligible complainants;
- 5% (3) complaints were out-of-mandate for other reasons;
- 4% (2) were too old;
- 2% (1) was about an event before CIFO's start date.

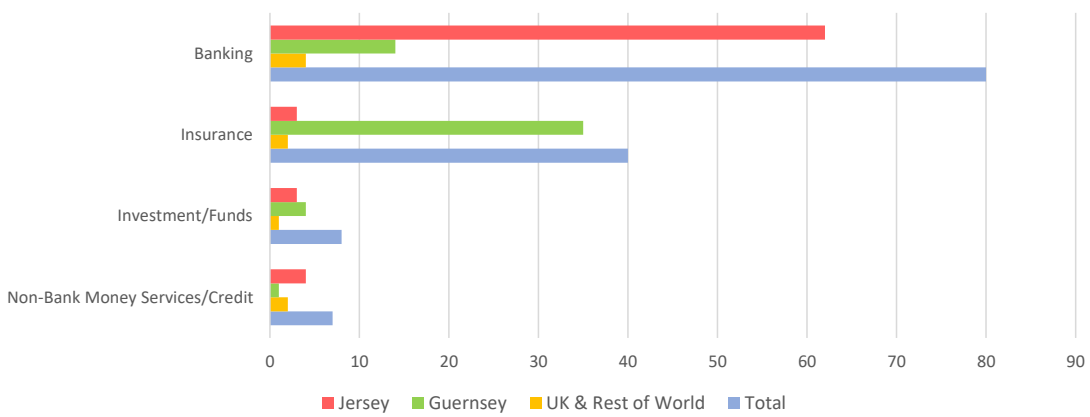
Q4 Complaints - Location of complainants



Q4 Complaints - Location from where the financial services were provided

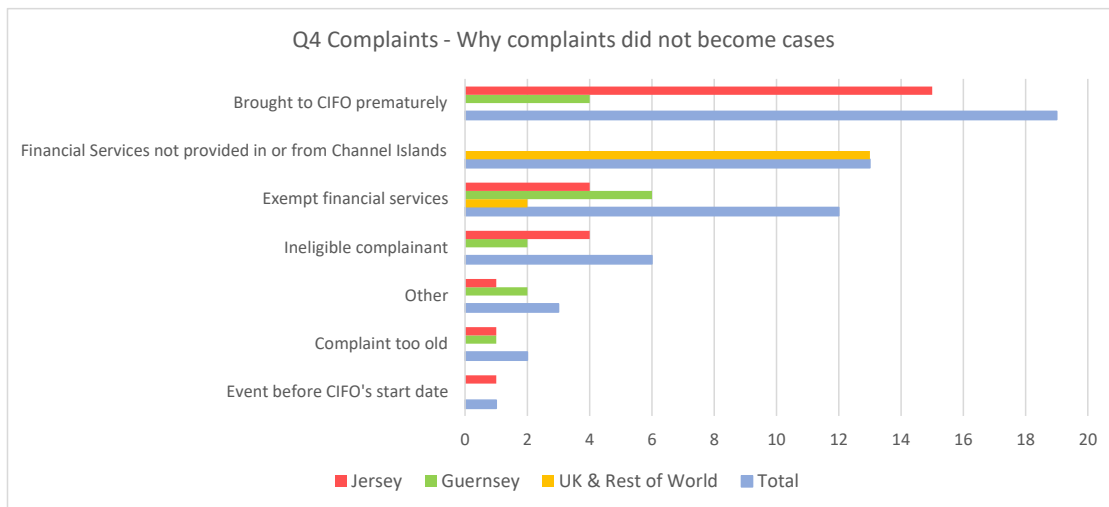


Q3 Complaints - Sector of business activity



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	15	58%	4	27%	0	0%	19	34%
Financial services not provided in or from Channel Islands	0	0%	0	0%	13	87%	13	23%
Exempt financial services	4	15%	6	40%	2	13%	12	21%
Ineligible complainant	4	15%	2	13%	0	0%	6	11%
Other	1	4%	2	13%	0	0%	3	5%
Complaint too old	1	4%	1	7%	0	0%	2	4%
Event before CIFO's start date	1	4%	0	0%	0	0%	1	2%
Total reasons	26	100%	15	100%	15	100%	56	100%



Closed Complaints by Outcome		
Complaint out of CIFO's mandate	55	27%
Complaint settled by FSP after complainant came to CIFO	14	7%
Complaint withdrawn by complainant after coming to CIFO	9	4%
Case files mediated in favour of Complainant	46	23%
Case files upheld in part - Mediated	6	3%
- Compensation the same as FSP offer	2	
- Compensation more than FSP offer	50	
Case files mediated in favour of FSP	37	18%
Case files determined in favour of Complainant	3	1%
Case files upheld in part - Determined	2	1%
- Compensation more than FSP offer	5	
Case files determined in favour of FSP	29	14%
Total closed complaints	201	100%

Type of Complainant - Complaints Opened in Period		
Type	Number	Percentage
Individual (Consumer)	145	99%
Microenterprise	2	1%
Total	147	100%

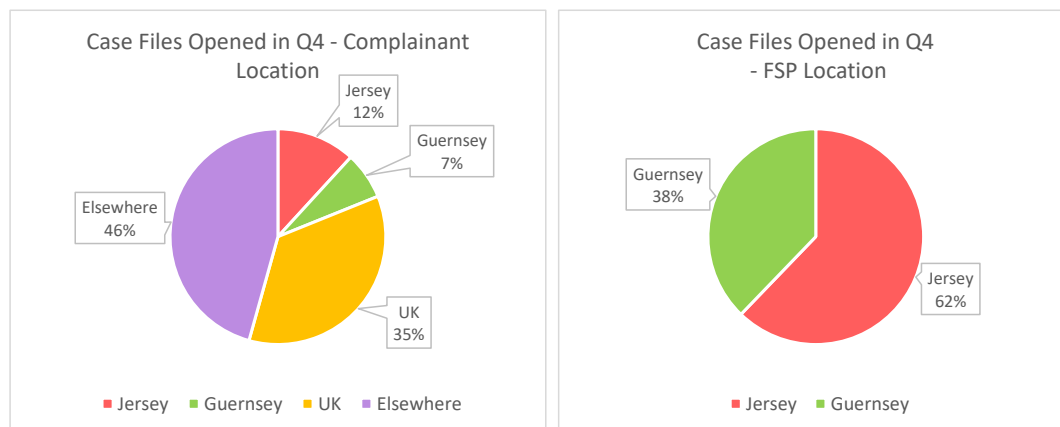
II: ANALYSIS OF CASE FILES

Period Analysis (Q4 2025)	
Opening Case File Inventory as at 1 October 2025	117
Net adjustment on opening figure	1
Case Files Opened	127
Case Files Closed	135
Net Period Change in Case File Inventory	(7)
End of Period Case File Inventory as at 31 December 2025	110

Cumulative Analysis	
Opening Case File Inventory as at 1 January 2025	107
Net adjustment on opening figure	1
Case Files Opened	405
Case Files Closed	403
Net Period Change in Case File Inventory	3
End of Period Case File Inventory as at 30 September 2025	110

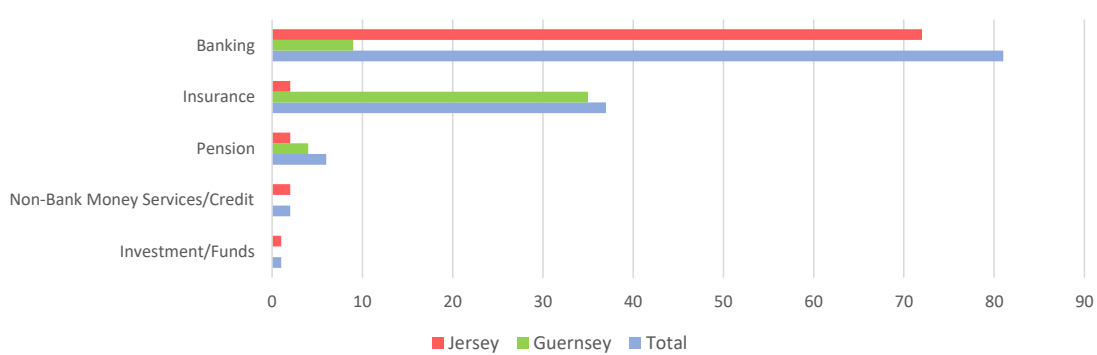
CASE FILE HIGHLIGHTS

- Of the 89 case files closed by mediation in Q4 2025, 58% (52) were mediated in favour of the complainant with 46 upheld and 6 upheld in part. 96% (50) received compensation higher than the FSP's original offer, and 4% (2) received the same amount of compensation as originally offered. 42% (37) of case files were mediated in favour of the FSP.
- Of the 34 case files closed by determination in Q4 2025, 15% (5) were determined in favour of the complainant with 3 upheld and 2 upheld in part. 100% received compensation higher than the FSP's original offer. 85% (29) case files were determined in favour of the FSP.
- The remaining cases closed were settled by FSP after the complainant came to CIFO 5% (7), out of mandate on further investigation 2% (3) and withdrawn by the complainant 1% (2). These case statistics are included within the figures provided for the complaint closure highlights.
- Of the 127 case files opened in Q4 2025, 46% (58) involve a complainant from elsewhere, 35% (45) involve a UK-based complainant, 12% (15) involve a Jersey-based complainant and 7% (9) involve a Guernsey-based complainant.

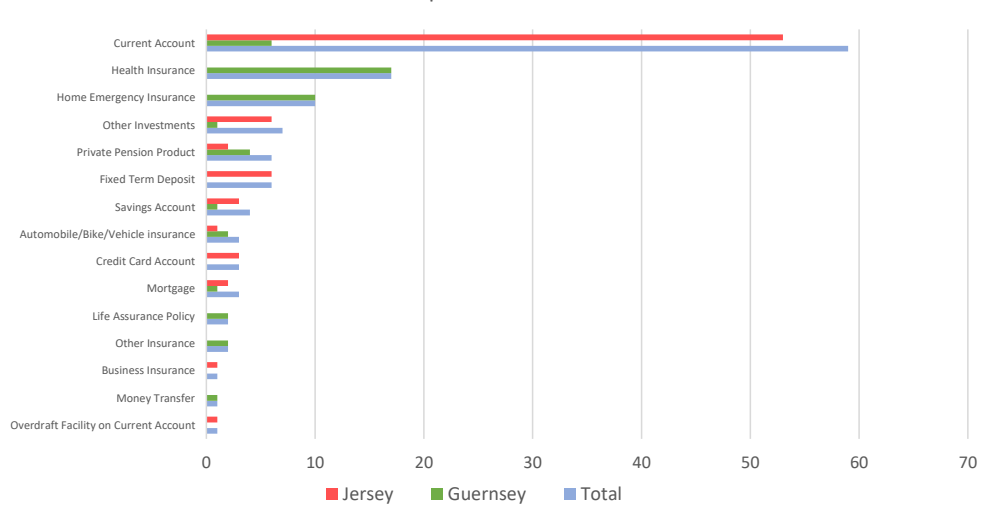


CASE FILE DATA

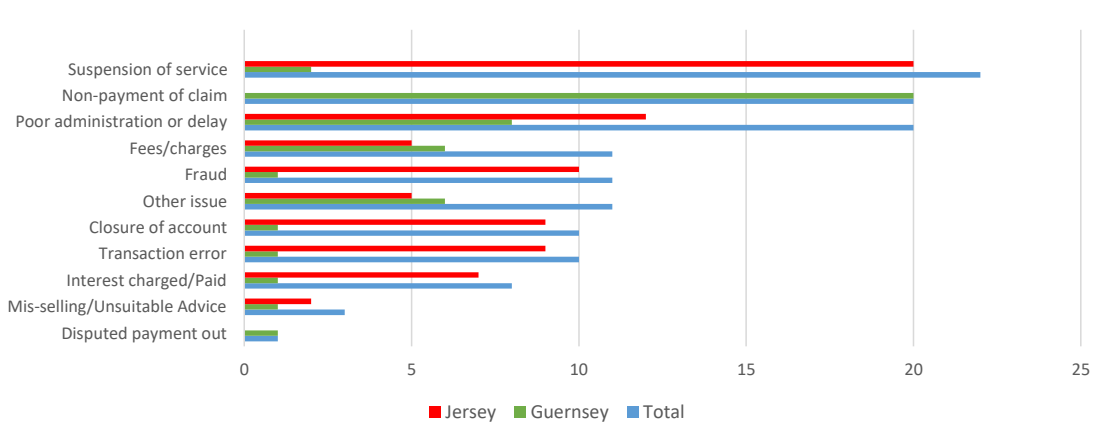
Case Files Opened in Q4 - Sector of Business Activity



Case Files Opened in Q4 - Product Areas



Case Files Opened in Q4
- Issue



CASE FILE HIGHLIGHTS (CONTINUED)

- Of the 127 case files opened by CIFO in Q4 2025, 46% (59) related to current accounts, 13% (17) related to health insurance and 8% (10) related to home emergency insurance. The remaining 41 case files were in relation to 14 other product types.
- Suspension of service was the most common issue, occurring in 17% (22) of the case files opened by CIFO this quarter.
- Non-payment of claim and poor administration or delay were the second most common issue, represented in 16% (20) of case files.

Q4 Case Files - Top Product Areas		
Product	Number	Percentage
Current account	59	46%
Health insurance	17	13%
Home emergency insurance	10	8%

Q4 Case Files - Top Issues		
Issue	Number	Percentage
Suspension of service	22	17%
Non-payment of claim	20	16%
Poor administration or delay	20	16%