

## CIFO PUBLIC COMPLAINT STATISTICS - Q4 2022

These statistics cover the work of the Channel Islands Financial Ombudsman (CIFO) for the three months ended 31 December 2022 (Q4 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 (Q4 2022)	
Complaints on hand at start of the period	167
Net adjustment on opening figure - complaints reopened	5
Complaints opened during the period	127
Complaints closed during the period	124
Complaints on hand at the end of the period	175
Cumulative Analysis 2022	
Complaints on hand at start of 2022	203
Net adjustment on opening figure - complaints reopened	4
Total complaints received	500
Total complaints closed	532
Complaints on hand at the end of the period	175

#### Q4 COMPLAINT HIGHLIGHTS

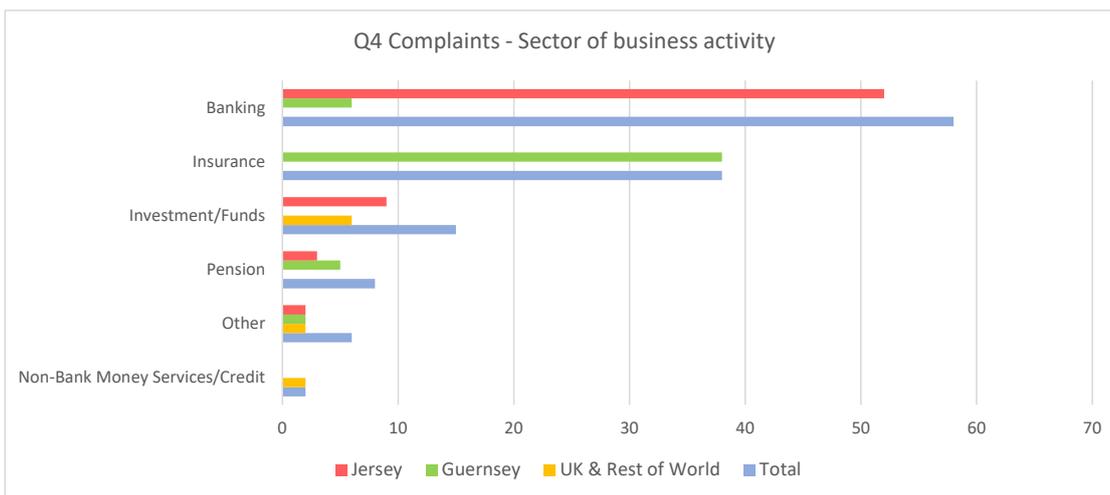
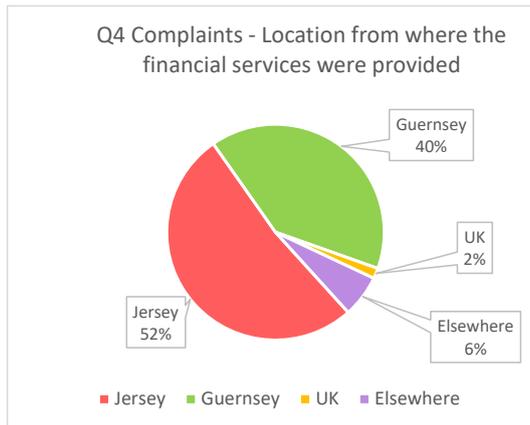
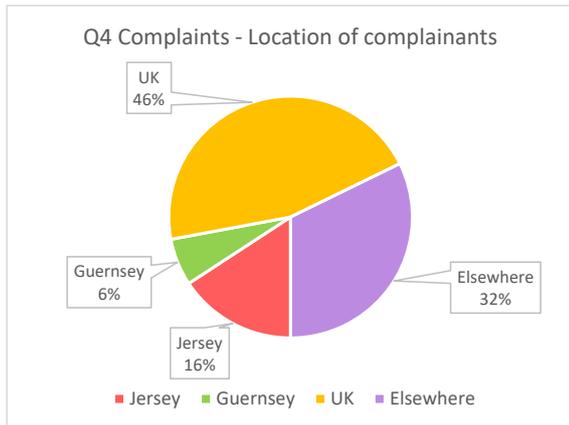
##### Of the 124 closed in Q4 2022:

- 36% (45) were successfully mediated;
- 35% (43) could not be dealt with as they were outside the scope of CIFO's mandate as set by law;
- 15% (18) were settled by the FSP after the complainant came to CIFO;
- 12% (15) were determined by an Ombudsman;
- 2% (3) were withdrawn by the complainant after coming to CIFO.

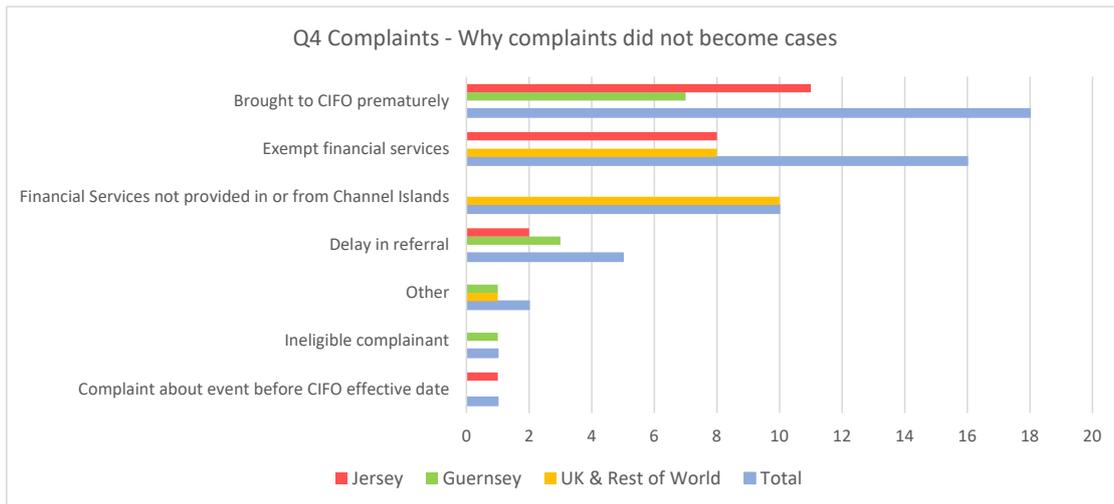
##### Of the out-of-mandate complaints:

- 42% (18) were brought to CIFO prematurely;
- 37% (16) related to financial services that are excluded by law from CIFO's mandate;
- 23% (10) related to financial services that were not provided in or from the Channel Islands.
- 12% (5) there was a delay in referral to CIFO;
- 5% (2) were out-of-mandate for other reasons;
- 2% (1) complaints were brought to CIFO by ineligible complainants;
- 2% (1) complaint was about event before CIFO's mandate was effective (1 January 2010 for Jersey, 2 July 2013 for Guernsey);

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



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	11	50%	7	70%	0	0%	18	34%
Exempt financial services	8	36%	0	0%	8	38%	16	30%
Financial Services not provided in or from Channel Islands	0	0%	0	0%	10	48%	10	19%
Delay in referral to CIFO	2	9%	2	20%	1	5%	5	9%
Other	0	0%	0	0%	2	10%	2	4%
Ineligible complainant	0	0%	1	10%	0	0%	1	2%
Complaint about event before CIFO mandate effective date	1	5%	0	0%	0	0%	1	2%
<b>Total reasons</b>	<b>22</b>	<b>100%</b>	<b>10</b>	<b>100%</b>	<b>21</b>	<b>100%</b>	<b>53</b>	<b>100%</b>



<b>Closed Complaints by Outcome</b>		
<b>Complaint out of CIFO's mandate</b>	43	35%
<b>Complaint settled by FSP after complainant came to CIFO</b>	18	15%
<b>Complaint withdrawn by complainant after coming to CIFO</b>	3	2%
<b>Case files mediated in favour of Complainant</b>	17	14%
<b>Case files upheld in part - Mediated</b>	13	10%
- Compensation less than FSP offer	0	
- Compensation the same as FSP offer	3	
- Compensation more than FSP offer	27	
<b>Case files mediated in favour of FSP</b>	15	12%
<b>Case files determined in favour of Complainant</b>	4	3%
<b>Case files upheld in part - Determined</b>	3	2%
- Compensation less than FSP offer	0	
- Compensation the same as FSP offer	3	
- Compensation more than FSP offer	4	
<b>Case files determined in favour of FSP</b>	8	6%
<b>Total closed complaints</b>	<b>124</b>	<b>100%</b>

<b>Type of Complainant - Complaints Opened in Period</b>		
Type	Number	Percentage
Individual (Consumer)	126	99%
Individual (Trustee)	0	0%
Microenterprise	1	1%
Charity	0	0%
Other	0	0%
<b>Total</b>	<b>127</b>	<b>100%</b>

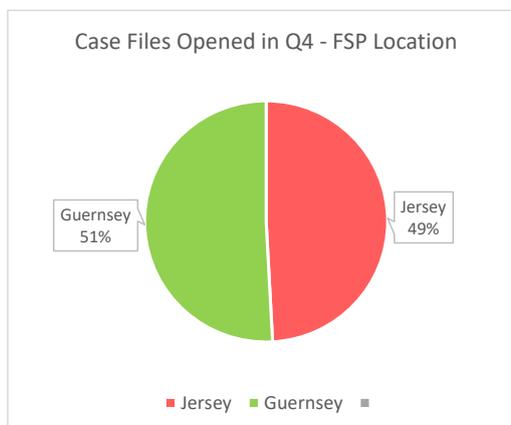
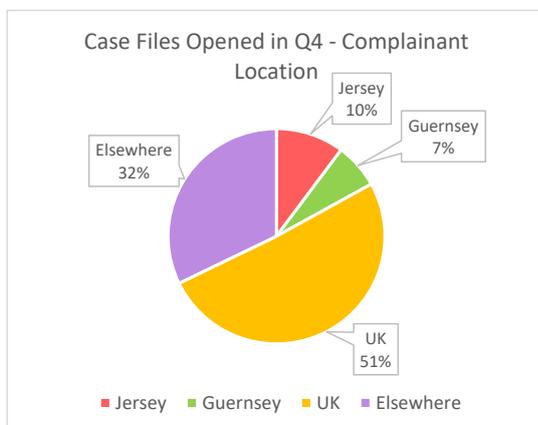
## II: ANALYSIS OF CASE FILES

Period Analysis (Q4 2022)	
Opening Case File Inventory as at 1 October 2022	101
Net adjustment on opening figure - second stage mandate rejection	(1)
Case Files Opened in Q4 2022	59
Case Files Closed in Q4 2022	68
Net Period Change in Case File Inventory	(10)
<b>End of Period Case File Inventory as at 31 December 2022</b>	<b>91</b>

Cumulative Analysis	
Opening Case File Inventory as at 1 January 2022	132
Case Files Opened 2022	267
Case Files Re-opened 2022	1
Case Files Closed 2022	309
Net Period Change in Case File Inventory	(41)
<b>End of Period Case File Inventory as at 31 December 2022</b>	<b>91</b>

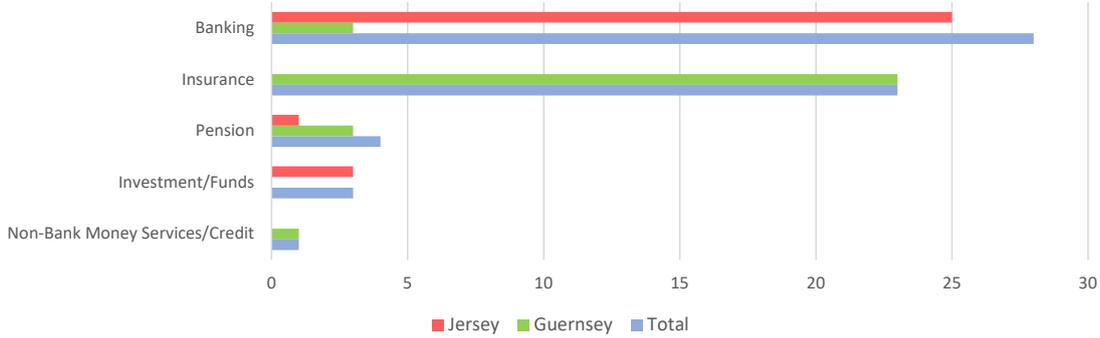
### CASE FILE HIGHLIGHTS

- Of the 45 case files closed by mediation in Q4 2022, 38% (17) were mediated in favour of the complainant with 29% (13) upheld in part. 60% (27) received compensation higher than the FSP's original offer and 7% (3) received the same amount of compensation as originally offered. 33% (15) of case files were mediated in favour of the FSP.
- Of the 15 case files closed by determination in Q4 2022, 27% (4) were determined in favour of the complainant with 20% (3) upheld in part. 27% (4) received compensation higher than the FSP's original offer and 20% (3) received less compensation than originally offered. 53% (8) case files were determined in favour of the FSP.
- The remaining cases closed were settled by the FSP 9% (6) or withdrawn by the complainant 3% (2).
- Of the 59 case files opened in Q4 2022, 10% (6) involve a Jersey-based complainant, 7% (4) involve a Guernsey-based complainant, 51% (30) involve a UK-based complainant, and 32% (19) involve a complainant from elsewhere.

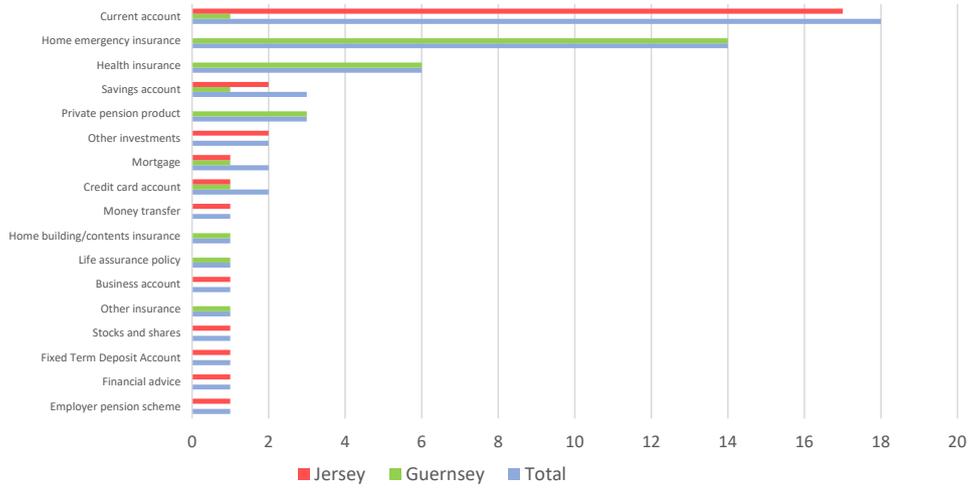


## CASE FILE DATA

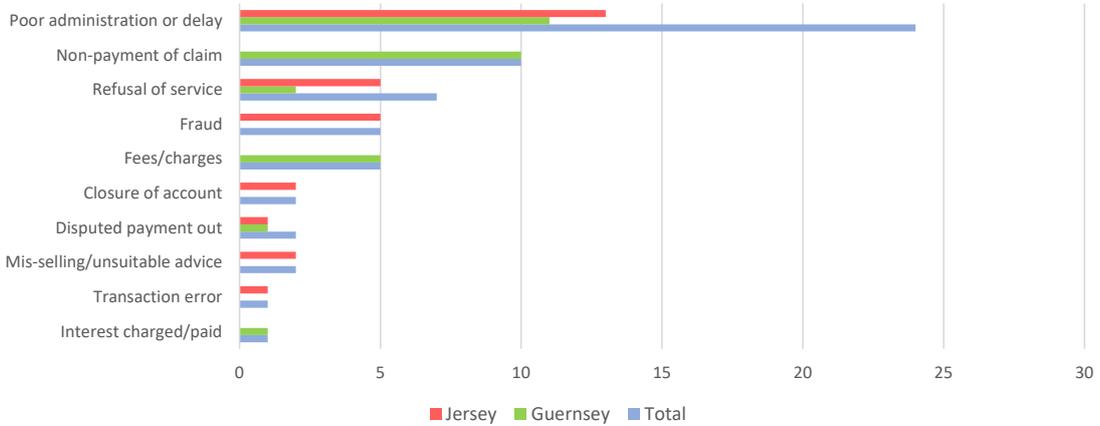
### Case Files Opened in Q4 - Sector of Business Activity



### Case Files Opened in Q4 - Product Areas



### Case Files Opened in Q4 - Issue



**CASE FILE HIGHLIGHTS (CONTINUED)**

- Of the 59 case files opened by CIFO in Q4 2022, 31% (18) related to current accounts, 24% (14) related to home emergency and 10% (6) related to health insurance. The remaining 21 case files were in relation to 14 other product types.
- Poor administration or delay was the most common issue, occurring in 41% (24) of the case files opened by CIFO this quarter.
- Non payment of claim was the second most common issue, represented in 17% (10) of case files and the third most common issue was refusal of service, represented in 12% (7) of case files.

<b>Q4 Case Files - Top Product Areas</b>		
<b>Product</b>	<b>Number</b>	<b>Percentage</b>
Current account	18	31%
Home emergency insurance	14	24%
Health insurance	6	10%

<b>Q4 Case Files - Top Issues</b>		
<b>Issue</b>	<b>Number</b>	<b>Percentage</b>
Poor administration or delay	24	41%
Non payment of claim	10	17%
Refusal of service	7	12%