

CIFO PUBLIC COMPLAINT STATISTICS - Q1 2025

These statistics cover the work of the Channel Islands Financial Ombudsman (CIFO) for the three months ended 31st March 2025 (Q1 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 (Q1 2025)	
Complaints on hand at start of the period	243
Net adjustment on opening figure - complaints reopened	10
Complaints opened during the period	136
Complaints closed during the period	123
Complaints on hand at the end of the period	266

Cumulative Analysis 2025	
Complaints on hand at start of 2024	243
Net adjustment on opening figure - complaints reopened	10
Total complaints received	136
Total complaints closed	123
Complaints on hand at the end of the period	266

Q1 COMPLAINT HIGHLIGHTS

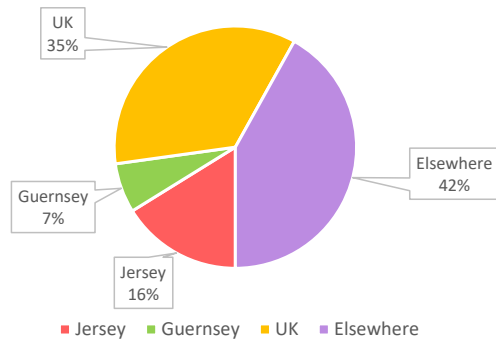
Of the 123 complaints closed in Q1 2025:

- 46% (56) could not be dealt with as they were outside the scope of CIFO's mandate as set by law;
- 29% (35) were successfully mediated;
- 16% (20) were determined by an Ombudsman;
- 7% (9) were settled by the FSP after the complainant came to CIFO;
- 2% (3) were withdrawn by the complainant after coming to CIFO.

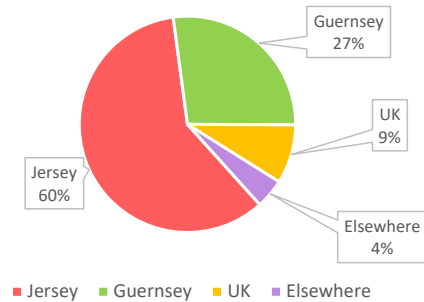
Of the 56 out-of-mandate complaints: (some will have more than one reason)

- 37% (23) were brought to CIFO prematurely;
- 26% (16) related to financial services that were not provided in or from the Channel Islands;
- 18% (11) related to financial services that are excluded by law from CIFO's mandate;
- 8% (5) complaints were brought to CIFO by ineligible complainants;
- 3% (2) were too old;
- 3% (2) there was a delay in referral to CIFO;
- 3% (2) complaints were out-of mandate for other reasons;
- 2% (1) was about an event before CIFO's start date;

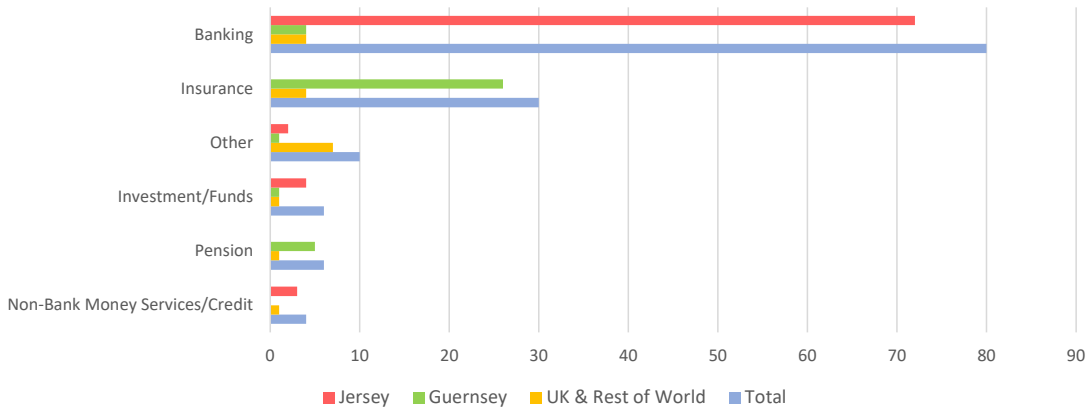
Q1 Complaints - Location of complainants



Q1 Complaints - Location from where the financial services were provided

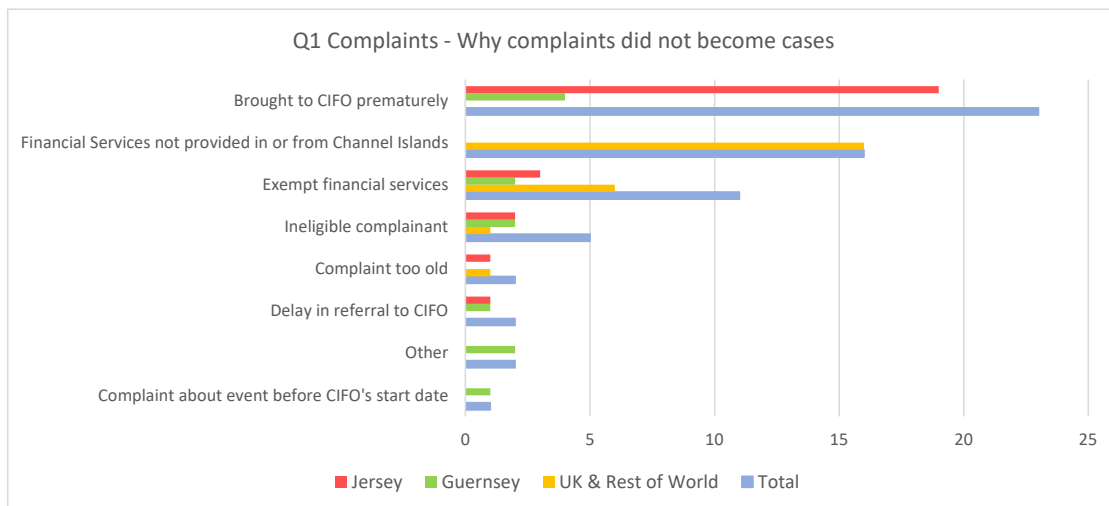


Q1 Complaints - Sector of business activity



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	19	73%	4	33%	0	0%	23	37%
Financial services not provided in or from Channel Islands	0	0%	0	0%	16	67%	16	26%
Exempt financial services	3	12%	2	17%	6	25%	11	18%
Ineligible complainant	2	8%	2	17%	1	4%	5	8%
Complaint too old	1	4%	0	0%	1	4%	2	3%
Delay in referral to CIFO	1	4%	1	8%	0	0%	2	3%
Other	0	0%	2	17%	0	0%	2	3%
Complaint about event before CIFO's start date	0	0%	1	8%	0	0%	1	2%
Total reasons	26	100%	12	100%	24	100%	62	100%



Closed Complaints by Outcome		
Complaint out of CIFO's mandate	56	46%
Complaint settled by FSP after complainant came to CIFO	9	7%
Complaint withdrawn by complainant after coming to CIFO	3	2%
Case files mediated in favour of Complainant	13	11%
Case files upheld in part - Mediated	4	3%
- Compensation the same as FSP offer	2	
- Compensation more than FSP offer	15	
Case files mediated in favour of FSP	18	15%
Case files determined in favour of Complainant	7	6%
Case files upheld in part - Determined	2	2%
- Compensation more than FSP offer	9	
Case files determined in favour of FSP	11	9%
Total closed complaints	123	100%

Type of Complainant - Complaints Opened in Period		
Type	Number	Percentage
Individual (Consumer)	130	96%
Microenterprise	4	3%
Enterprise	2	1%
Total	136	100%

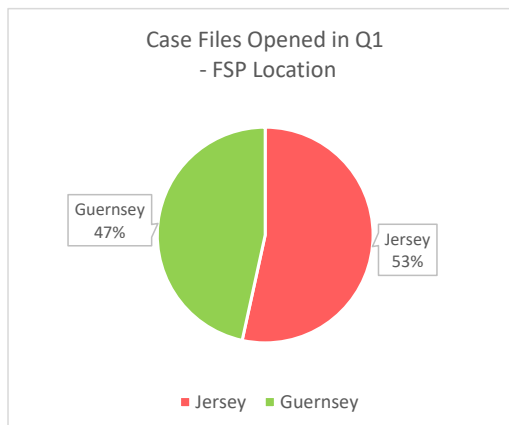
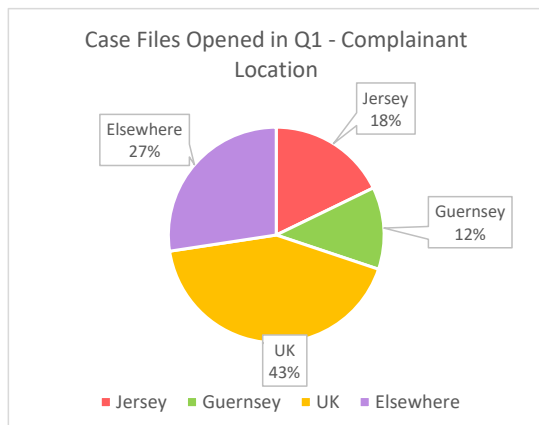
II: ANALYSIS OF CASE FILES

Period Analysis (Q1 2025)	
Opening Case File Inventory as at 1 January 2025	107
Net adjustment on opening figure	1
Case Files Opened	73
Case Files Closed	57
Net Period Change in Case File Inventory	17
End of Period Case File Inventory as at 31 March 2025	124

Cumulative Analysis	
Opening Case File Inventory as at 1 January 2025	107
Net adjustment on opening figure	1
Case Files Opened	73
Case Files Closed	57
Net Period Change in Case File Inventory	17
End of Period Case File Inventory as at 31 March 2025	124

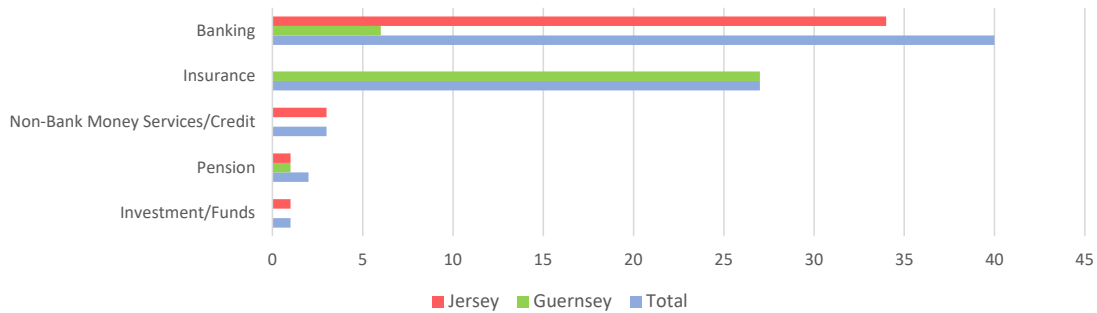
CASE FILE HIGHLIGHTS

- Of the 35 case files closed by mediation in Q1 2025, 49% (17) were mediated in favour of the complainant with 13 upheld and 4 upheld in part. 88% (15) received compensation higher than the FSP's original offer, and 12% (2) received the same amount of compensation as originally offered. 51% (18) of case files were mediated in favour of the FSP.
- Of the 20 case files closed by determination in Q1 2025, 45% (9) were determined in favour of the complainant with 7 upheld and 2 upheld in part. 100% received compensation higher than the FSP's original offer. 55% (11) case files were determined in favour of the FSP.
- The remaining cases closed were settled by the FSP 2% (1) and withdrawn by the complainant 2% (1). These case statistics are included within the figures provided for the complaint closure highlights.
- Of the 73 case files opened in Q1 2025, 43% (31) involve a UK-based complainant, 27% (20) involve a complainant from elsewhere, , 18% (13) involve a Jersey-based complainant and 12% (9) involve a Guernsey-based complainant .

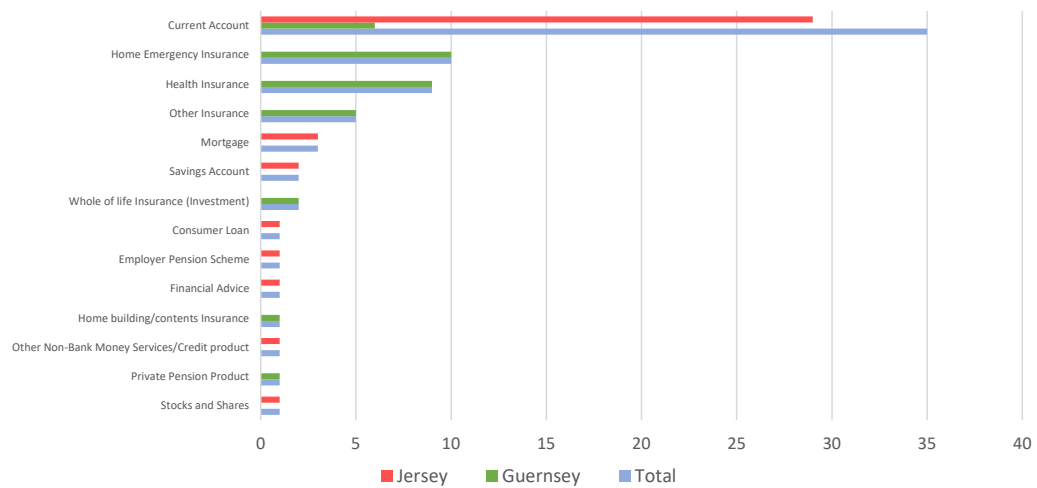


CASE FILE DATA

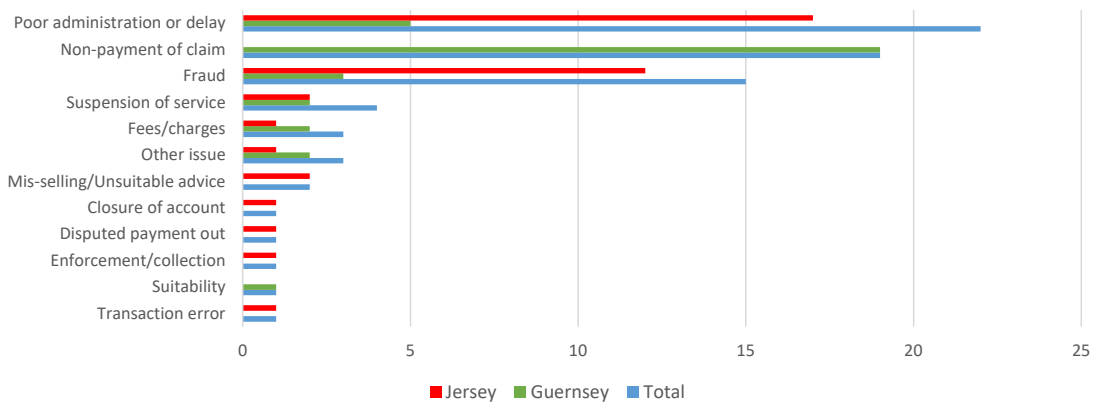
Case Files Opened in Q1
- Sector of Business Activity



Case Files Opened in Q1 - Product Areas



Case Files Opened in Q1
- Issue



CASE FILE HIGHLIGHTS (CONTINUED)

- Of the 73 case files opened by CIFO in Q1 2025, 48% (35) related to current accounts, 14% (10) related to home emergency insurance and 12% (9) related to health insurance. The remaining 19 case files were in relation to 11 other product types.
- Poor administration or delay was the most common issue, occurring in 30% (22) of the case files opened by CIFO this quarter.
- Non-payment of claim was the second most common issue, represented in 26% (19) case files and the third most common issue was fraud, represented in 21% (15) of case files.

Q1 Case Files - Top Product Areas		
Product	Number	Percentage
Current account	35	48%
Home emergency insurance	10	14%
Health insurance	9	12%

Q1 Case Files - Top Issues		
Issue	Number	Percentage
Poor administration or delay	22	30%
Non-payment of claim	19	26%
Fraud	15	21%