

## CIFO PUBLIC COMPLAINT STATISTICS - Q3 2023

These statistics cover the work of the Channel Islands Financial Ombudsman (CIFO) for the three months ended 30 September 2023 (Q3 2023).

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 2023)	
Complaints on hand at start of the period	191
Net adjustment on opening figure - complaints reopened	6
Complaints opened during the period	152
Complaints closed during the period	103
Complaints on hand at the end of the period	246
Cumulative Analysis 2023	
Complaints on hand at start of 2023	175
Net adjustment on opening figure - complaints reopened	4
Total complaints received	426
Total complaints closed	359
Complaints on hand at the end of the period	246

#### Q3 COMPLAINT HIGHLIGHTS

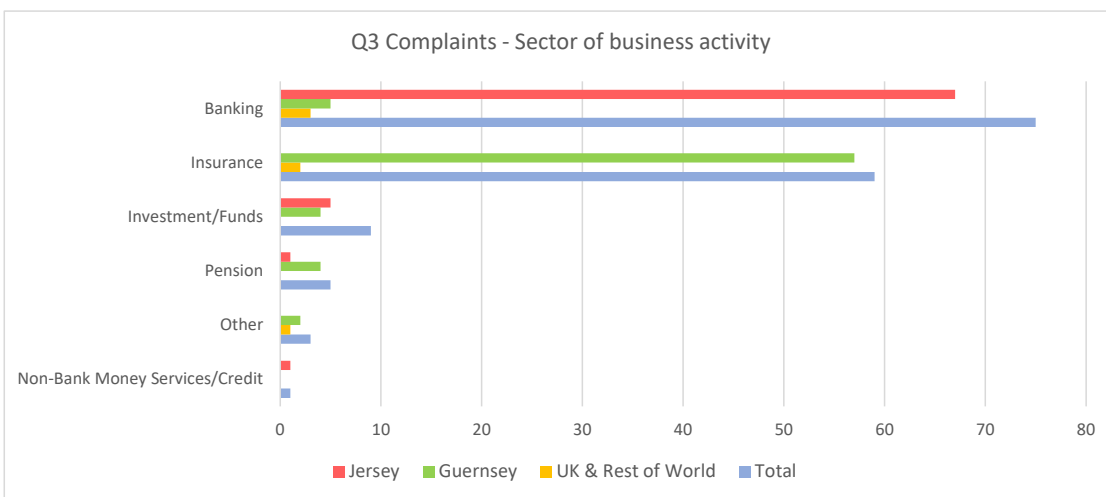
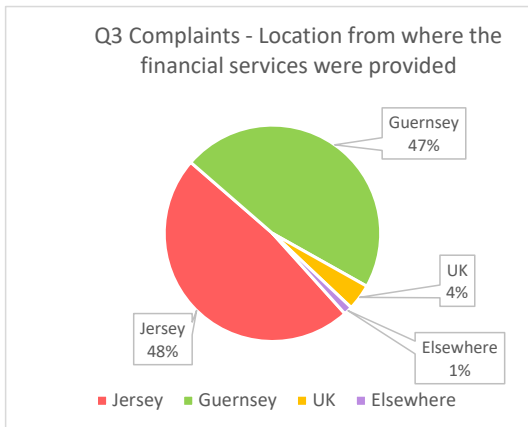
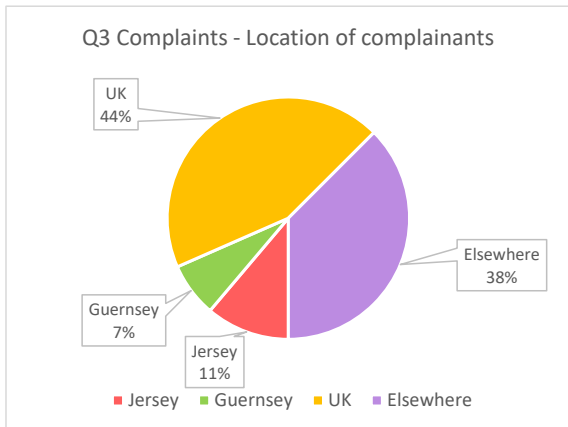
##### Of the 103 closed in Q3 2023:

- 31% (32) were successfully mediated;
- 27% (28) could not be dealt with as they were outside the scope of CIFO's mandate as set by law;
- 31% (32) were determined by an Ombudsman;
- 9% (9) were settled by the FSP after the complainant came to CIFO;
- 2% (2) were withdrawn by the complainant after coming to CIFO.

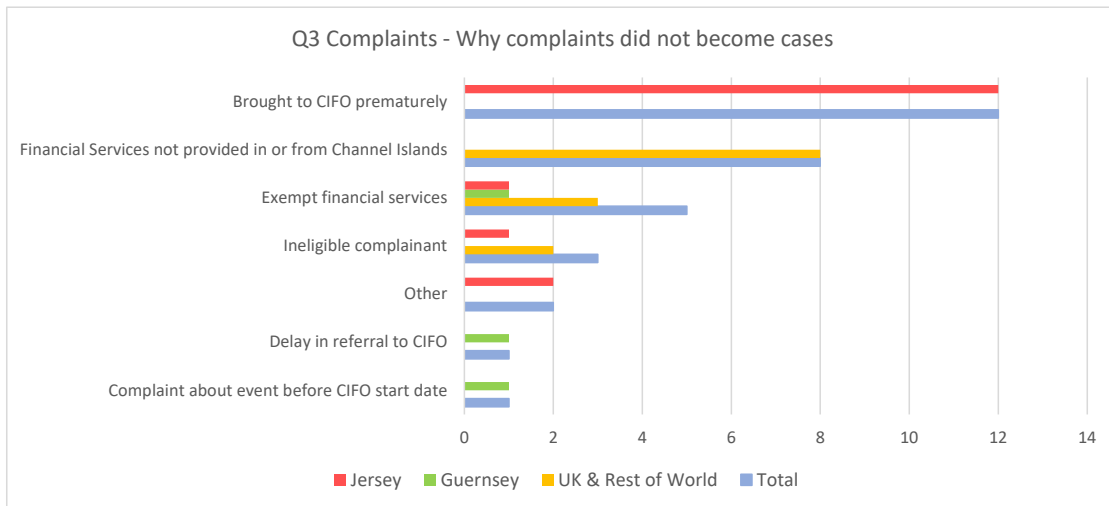
##### Of the 28 out-of-mandate complaints:

- 38% (12) were brought to CIFO prematurely;
- 25% (8) related to financial services that were not provided in or from the Channel Islands;
- 16% (5) related to financial services that are excluded by law from CIFO's mandate;
- 9% (3) complaint was brought to CIFO by ineligible complainants;
- 6% (2) were out-of-mandate for other reasons;
- 3% (1) complaint about an event before CIFO's start dates
- 3% (1) there was a delay in referral to CIFO.

<sup>[1]</sup> 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	12	75%	0	0%	0	0%	12	38%
Financial services not provided in or from Channel Islands	0	0%	0	0%	8	62%	8	25%
Exempt financial services	1	6%	1	33%	3	23%	5	16%
Ineligible complainant	1	6%	0	0%	2	15%	3	9%
Other	2	13%	0	0%	0	0%	2	6%
Delay in referral to CIFO	0	0%	1	33%	0	0%	1	3%
Complaint about event before CIFO start date	0	0%	1	33%	0	0%	1	3%
<b>Total reasons</b>	<b>16</b>	<b>100%</b>	<b>3</b>	<b>100%</b>	<b>13</b>	<b>100%</b>	<b>32</b>	<b>100%</b>



<b>Closed Complaints by Outcome</b>		
Complaint out of CIFO's mandate	28	27%
Complaint settled by FSP after complainant came to CIFO	9	9%
Complaint withdrawn by complainant after coming to CIFO	2	2%
Case files mediated in favour of Complainant	13	13%
Case files upheld in part - Mediated	7	7%
- Compensation less than FSP offer	0	
- Compensation the same as FSP offer	4	
- Compensation more than FSP offer	16	
Case files mediated in favour of FSP	12	12%
Case files determined in favour of Complainant	7	7%
Case files upheld in part - Determined	9	9%
- Compensation less than FSP offer	0	
- Compensation the same as FSP offer	3	
- Compensation more than FSP offer	13	
Case files determined in favour of FSP	16	16%
<b>Total closed complaints</b>	<b>103</b>	<b>100%</b>

<b>Type of Complainant - Complaints Opened in Period</b>		
Type	Number	Percentage
Individual (Consumer)	149	98%
Charity	1	1%
Microenterprise	1	1%
Enterprise	1	1%
<b>Total</b>	<b>152</b>	<b>100%</b>

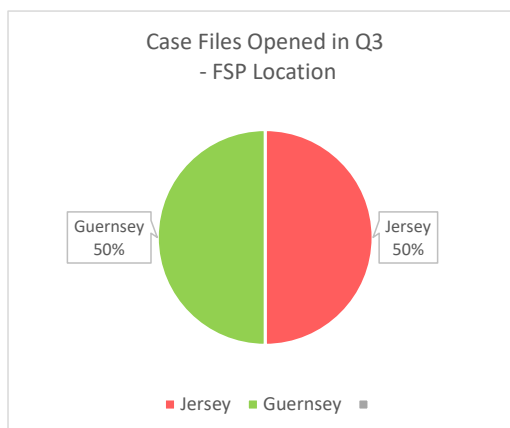
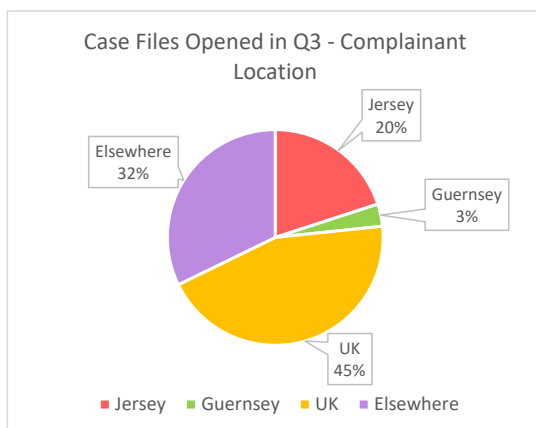
## II: ANALYSIS OF CASE FILES

Period Analysis (Q3 2023)	
Opening Case File Inventory as at 1 July 2023	84
Case Files Opened in Q3 2023	90
Case Files Closed in Q3 2023	72
Net Period Change in Case File Inventory	18
End of Period Case File Inventory as at 30 September 2023	102

Cumulative Analysis	
Opening Case File Inventory as at 1 January 2023	91
Case Files Opened	249
Case Files Closed	238
Net Period Change in Case File Inventory	11
End of Period Case File Inventory as at 30 June 2023	102

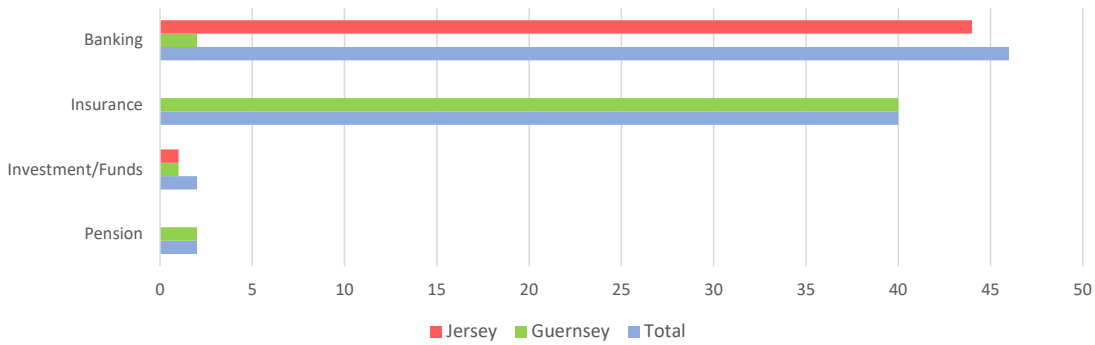
### CASE FILE HIGHLIGHTS

- Of the 32 case files closed by mediation in Q3 2023, 40% (13) were mediated in favour of the complainant with 22% (7) upheld in part. 80% (16) received compensation higher than the FSP's original offer, and 20% (4) received the same amount of compensation as originally offered. 38% (12) of case files were mediated in favour of the FSP.
- Of the 32 case files closed by determination in Q3 2023, 22% (7) were determined in favour of the complainant with 28% (9) upheld in part. 81% (13) received compensation higher than the FSP's original offer, and 19% (3) received the same amount of compensation as originally offered. 50% (16) case files were determined in favour of the FSP.
- The remaining cases closed were settled by the FSP 8% (6), withdrawn by the complainant 1% (1) and out of mandate 1% (1).
- Of the 90 case files opened in Q3 2023, 45% (40) involve a UK-based complainant, 32% (29) involve a complainant from elsewhere, 20% (18) involve a Jersey-based complainant and 3% (3) involve a Guernsey-based complainant.

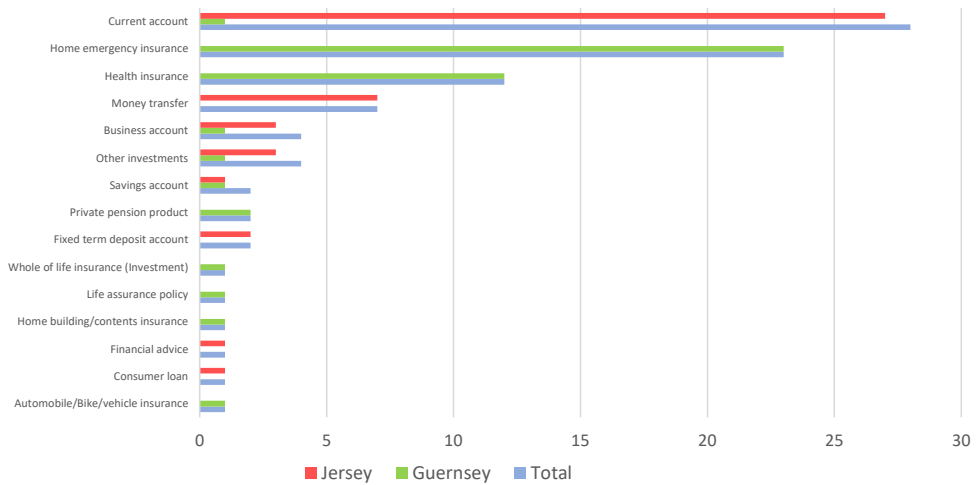


## CASE FILE DATA

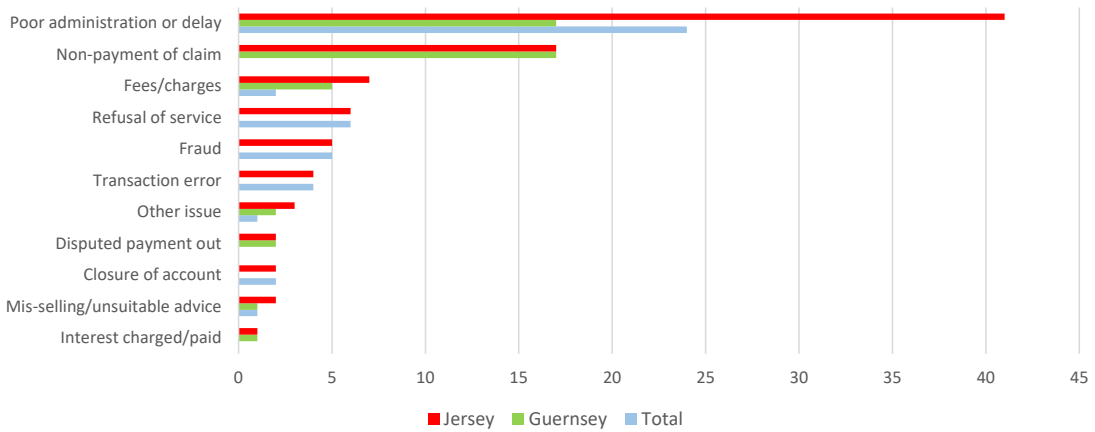
### Case Files Opened in Q3 - Sector of Business Activity



### Case Files Opened in Q3- Product Areas



### Case Files Opened in Q3 - Issue



**CASE FILE HIGHLIGHTS (CONTINUED)**

- Of the 90 case files opened by CIFO in Q3 2023, 31% (28) related to current accounts, 26% (23) related to home emergency insurance and 13% (12) related to health insurance. The remaining 27 case files were in relation to 12 other product types.
- Poor administration or delay was the most common issue, occurring in 46% (41) of the case files opened by CIFO this quarter.
- Non-payment of claim was the second most common issue, represented in 19% (17) case files and the third most common issue was fees/charges, represented in 8% (7) of case files each.

<b>Q3 Case Files - Top Product Areas</b>		
<b>Product</b>	<b>Number</b>	<b>Percentage</b>
Current account	28	31%
Home emergency insurance	23	26%
Health insurance	12	13%

<b>Q3 Case Files - Top Issues</b>		
<b>Issue</b>	<b>Number</b>	<b>Percentage</b>
Poor administration or delay	41	46%
Refusal of service	17	19%
Fees/charges	7	8%