

## CIFO PUBLIC COMPLAINT STATISTICS - Q4 2024

These statistics cover the work of the Channel Islands Financial Ombudsman (CIFO) for the three months ended 31st December 2024 (Q4 2024).

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 2024)	
Complaints on hand at start of the period	229
Net adjustment on opening figure - complaints reopened	7
Complaints opened during the period	128
Complaints closed during the period	121
Complaints on hand at the end of the period	243
Cumulative Analysis 2024	
Complaints on hand at start of 2024	226
Net adjustment on opening figure - complaints reopened	6
Total complaints received	577
Total complaints closed	566
Complaints on hand at the end of the period	243

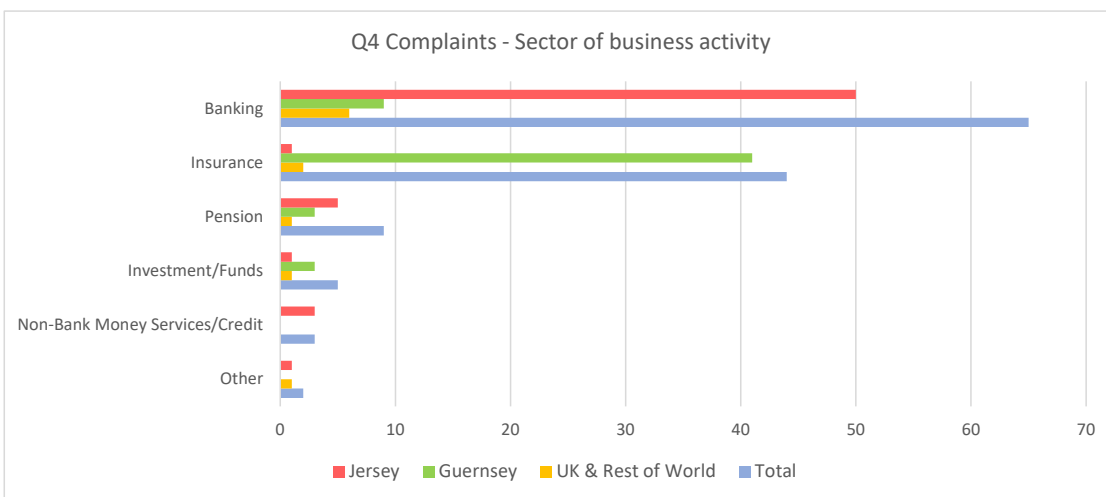
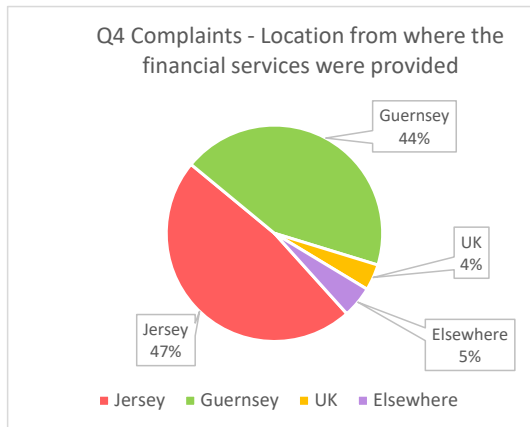
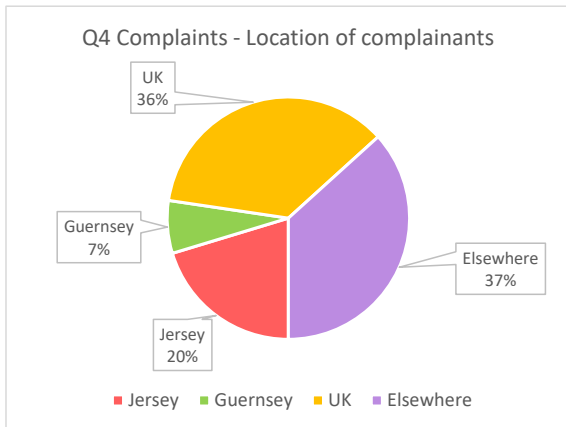
#### Q4 COMPLAINT HIGHLIGHTS

##### Of the 121 complaints closed in Q4 2024:

- 32% (39) could not be dealt with as they were outside the scope of CIFO's mandate as set by law;
- 31% (38) were successfully mediated;
- 15% (18) were determined by an Ombudsman;
- 15% (18) were settled by the FSP after the complainant came to CIFO;
- 7% (8) were withdrawn by the complainant after coming to CIFO.

##### Of the 39 out-of-mandate complaints:

- 54% (21) were brought to CIFO prematurely;
- 21% (8) related to financial services that were not provided in or from the Channel Islands;
- 8% (3) complaints were brought to CIFO by ineligible complainants;
- 4% (2) related to financial services that are excluded by law from CIFO's mandate;
- 4% (2) complaints were out-of-mandate for other reasons;
- 3% (1) there was a delay in referral to CIFO;
- 3% (1) was about an event before CIFO's start date;
- 3% (1) was too old;



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	16	76%	5	50%	0	0%	21	54%
Financial services not provided in or from Channel Islands	0	0%	0	0%	8	100%	8	21%
Ineligible complainant	2	10%	1	10%	0	0%	3	8%
Exempt financial services	1	5%	1	10%	0	0%	2	4%
Other	1	5%	1	10%	0	0%	2	4%
Complaint about event before CIFO's start date	1	5%	0	0%	0	0%	1	3%
Complaint too old	0	0%	1	10%	0	0%	1	3%
Delay in referral to CIFO	0	0%	1	10%	0	0%	1	3%
<b>Total reasons</b>	<b>21</b>	<b>100%</b>	<b>10</b>	<b>100%</b>	<b>8</b>	<b>100%</b>	<b>39</b>	<b>100%</b>



<b>Closed Complaints by Outcome</b>		
<b>Complaint out of CIFO's mandate</b>	39	32%
<b>Complaint settled by FSP after complainant came to CIFO</b>	18	15%
<b>Complaint withdrawn by complainant after coming to CIFO</b>	8	7%
<b>Case files mediated in favour of Complainant</b>	16	13%
<b>Case files upheld in part - Mediated</b>	9	7%
- Compensation the same as FSP offer	5	
- Compensation more than FSP offer	20	
<b>Case files mediated in favour of FSP</b>	13	11%
<b>Case files determined in favour of Complainant</b>	7	6%
<b>Case files upheld in part - Determined</b>	2	2%
- Compensation more than FSP offer	9	
<b>Case files determined in favour of FSP</b>	9	7%
<b>Total closed complaints</b>	<b>121</b>	<b>100%</b>

<b>Type of Complainant - Complaints Opened in Period</b>		
Type	Number	Percentage
Individual (Consumer)	121	95%
Microenterprise	6	5%
Charity	1	1%
<b>Total</b>	<b>128</b>	<b>100%</b>

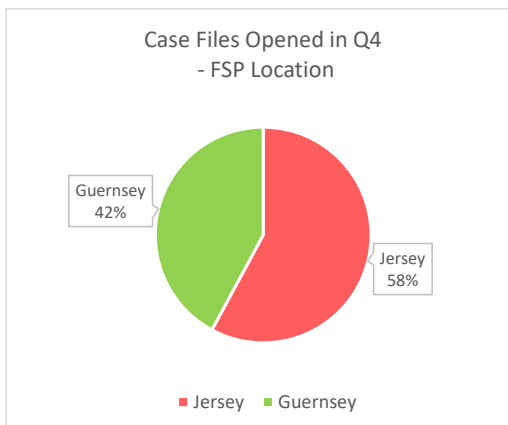
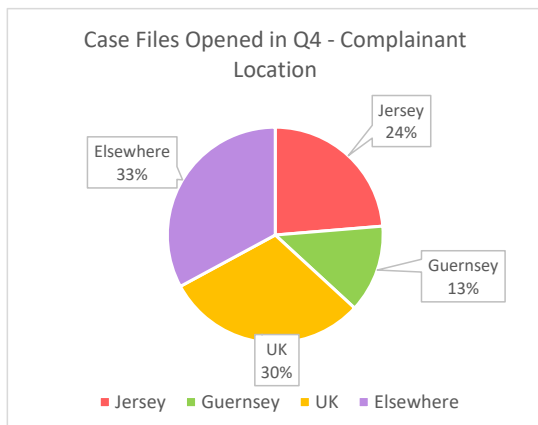
## II: ANALYSIS OF CASE FILES

Period Analysis (Q4 2024)	
Opening Case File Inventory as at 1 October 2024	104
Net adjustment on opening figure	0
Case Files Opened	76
Case Files Closed	73
Net Period Change in Case File Inventory	3
<b>End of Period Case File Inventory as at 31 December 2024</b>	<b>107</b>

Cumulative Analysis	
Opening Case File Inventory as at 1 January 2024	84
Net adjustment on opening figure	(1)
Case Files Opened	364
Case Files Closed	340
Net Period Change in Case File Inventory	23
<b>End of Period Case File Inventory as at 31 December 2024</b>	<b>107</b>

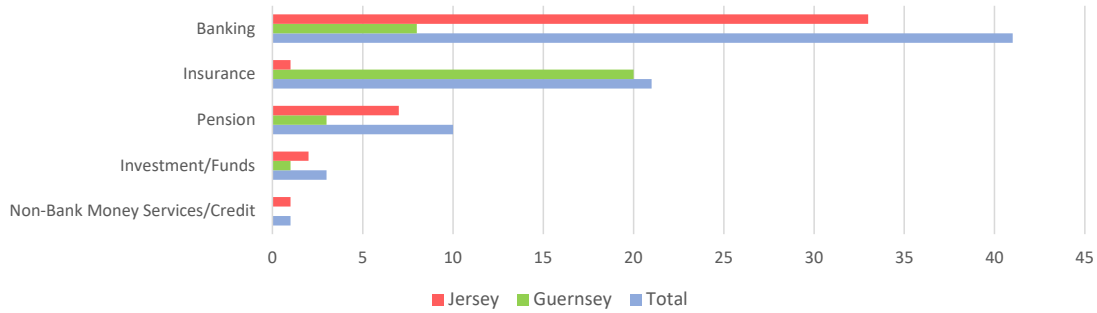
### CASE FILE HIGHLIGHTS

- Of the 38 case files closed by mediation in Q4 2024, 66% (25) were mediated in favour of the complainant with 16 upheld and 9 upheld in part. 80% (20) received compensation higher than the FSP's original offer, and 20% (5) received the same amount of compensation as originally offered. 34% (13) of case files were mediated in favour of the FSP.
- Of the 18 case files closed by determination in Q4 2024, 50% (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. 50% (9) case files were determined in favour of the FSP.
- The remaining cases closed were settled by the FSP 12% (9), withdrawn by the complainant 8% (6) and out of mandate 3% (2). These case statistics are included within the figures provided for the complaint closure highlights.
- Of the 76 case files opened in Q4 2024, 33% (25) involve a complainant from elsewhere, 30% (23) involve a UK-based complainant, 24% (18) involve a Jersey-based complainant and 13% (10) involve a Guernsey-based complainant.

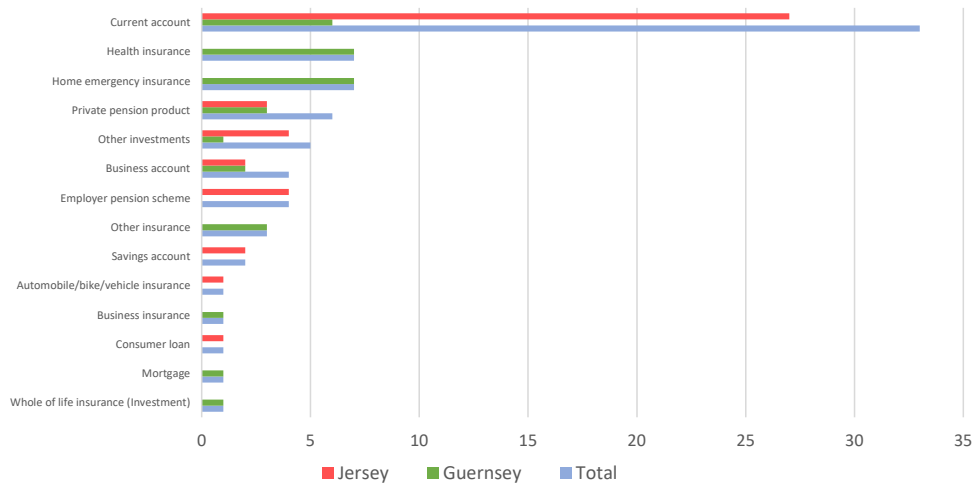


## CASE FILE DATA

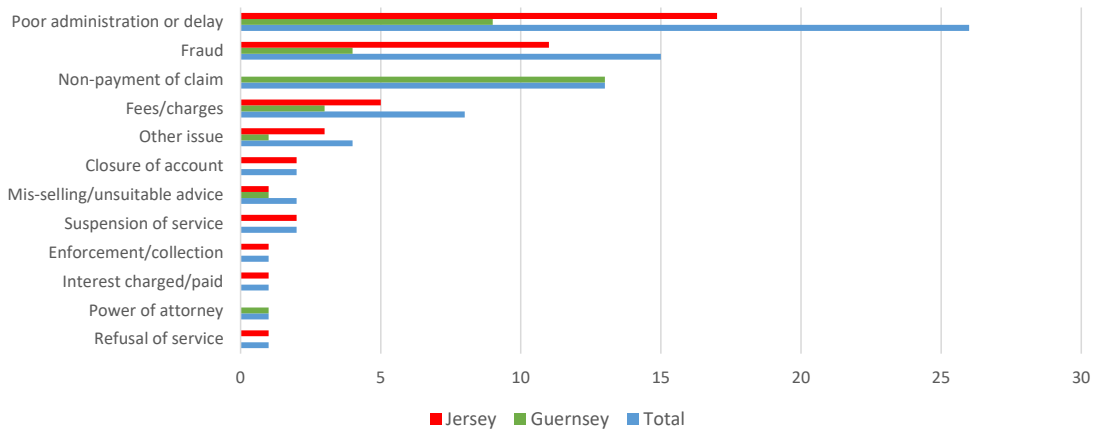
Case Files Opened in Q4  
- Sector of Business Activity



Case Files Opened in Q4 - Product Areas



Case Files Opened in Q4 - Issue



**CASE FILE HIGHLIGHTS (CONTINUED)**

- Of the 76 case files opened by CIFO in Q4 2024, 43% (33) related to current accounts and 9% (7) related to both health insurance and home emergency insurance. The remaining 29 case files were in relation to 11 other product types.
- Poor administration or delay was the most common issue, occurring in 34% (26) of the case files opened by CIFO this quarter.
- Fraud was the second most common issue, represented in 20% (15) case files and the third most common issue was non-payment of claim, represented in 17% (13) of case files each.

<b>Q4 Case Files - Top Product Areas</b>		
<b>Product</b>	<b>Number</b>	<b>Percentage</b>
Current account	33	43%
Health insurance	7	9%
Home emergency insurance	7	9%

<b>Q4 Case Files - Top Issues</b>		
<b>Issue</b>	<b>Number</b>	<b>Percentage</b>
Poor administration or delay	26	34%
Fraud	15	20%
Non-payment of claim	13	17%