

CIFO PUBLIC COMPLAINT STATISTICS - Q1 2017

These statistics cover the work of the Channel Islands Financial Ombudsman (CIFO) for the three months ended 31 March 2017 (Q1 2017).

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.

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 2017)	
Complaints on hand at start of the period	246
Complaints opened during the period	313
Complaints closed during the period	266
Net change in number of complaints on hand	+47
Complaints on hand at the end of the period	293

Cumulative Analysis (2017 year to date)	
Complaints on hand at start of 2017	246
Total Complaints Received	313
Total Complaints Closed	266
Complaints on hand at the end of the period	293

Q1 COMPLAINT HIGHLIGHTS

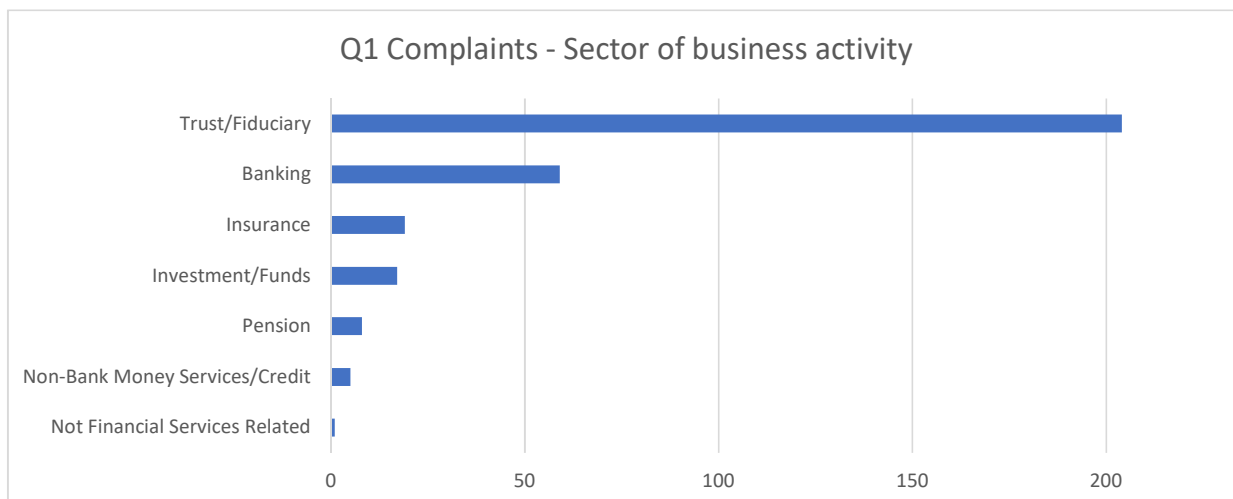
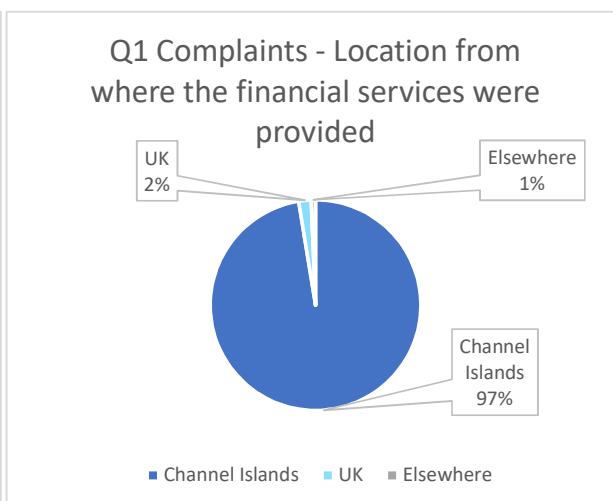
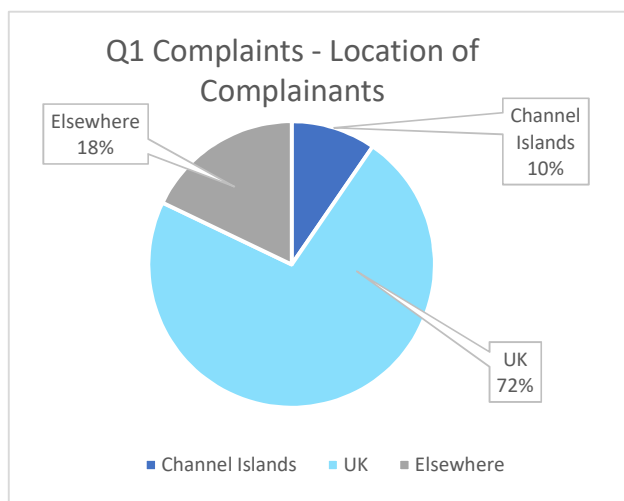
Of the 266 closed in Q1 2017:

- 86% (230) could not be dealt with as they were outside the scope of CIFO's mandate as set by law¹;
- 8% (22) were successfully mediated by case handlers;
- 2% (4) were withdrawn by the complainant after coming to CIFO;
- 4% (10) were determined by the Ombudsman.

Of the 230 out-of-mandate complaints:

- 90% (208) related to financial services that are excluded by law from CIFO's mandate;
- 4% (9) were brought to CIFO prematurely;
- 3% (6) related to financial services that were not provided in or from the Channel Islands;
- 2% (5) were about events before the start date set by law (1 January 2010 for Jersey and 2 July 2013 for Guernsey, Alderney and Sark);
- 2% (4) were in relation to complaints that were too old.

^[1] The number of complaints closed as out of mandate is largely attributable to a multiple complaint situation involving one financial services provider.



Out of Mandate (OOM) Complaints (Total = 230 ^[2])		
OOM Reason	Number	% of Total
Complaint about event before CIFO mandate effective date	5	2%
Complaint too old	4	2%
Delay in referral to CIFO	0	0%
Brought to CIFO prematurely	9	4%
Exempt financial services	208	90%
Financial Services not provided in or from Channel Islands	6	3%
Ineligible complainant	0	0%
Other	0	0%

^[2] The total number of out of mandate reasons shown above (232) is greater than the total number of out of mandate complaints (230) because some complaints were deemed out of mandate for more than one reason.

Closed Complaints by Outcome		
Complaint out of CIFO's mandate	230	86%
Complaint withdrawn by complainant after coming to CIFO	4	2%
Case Files Mediated in Favour of Complainant	6	2%
- Compensation less than FSP offer	0	
- Compensation the same as FSP offer	0	
- Compensation more than FSP offer	6	
Case Files Mediated in Favour of FSP	16	6%
Case Files Determined in Favour of Complainant	0	0%
- Compensation less than FSP offer	0	
- Compensation the same as FSP offer	0	
- Compensation more than FSP offer	0	
Case Files Determined in Favour of FSP	10	4%
Total Closed Complaints	266	100%

Type of Complainant - Complaints Opened in Period		
Type	Number	Percentage
Individual (Consumer)	309	100%
Individual (Trustee)	2	1%
Enterprise	1	0%
Microenterprise	1	0%
Charity	0	0%
Total	313	100%

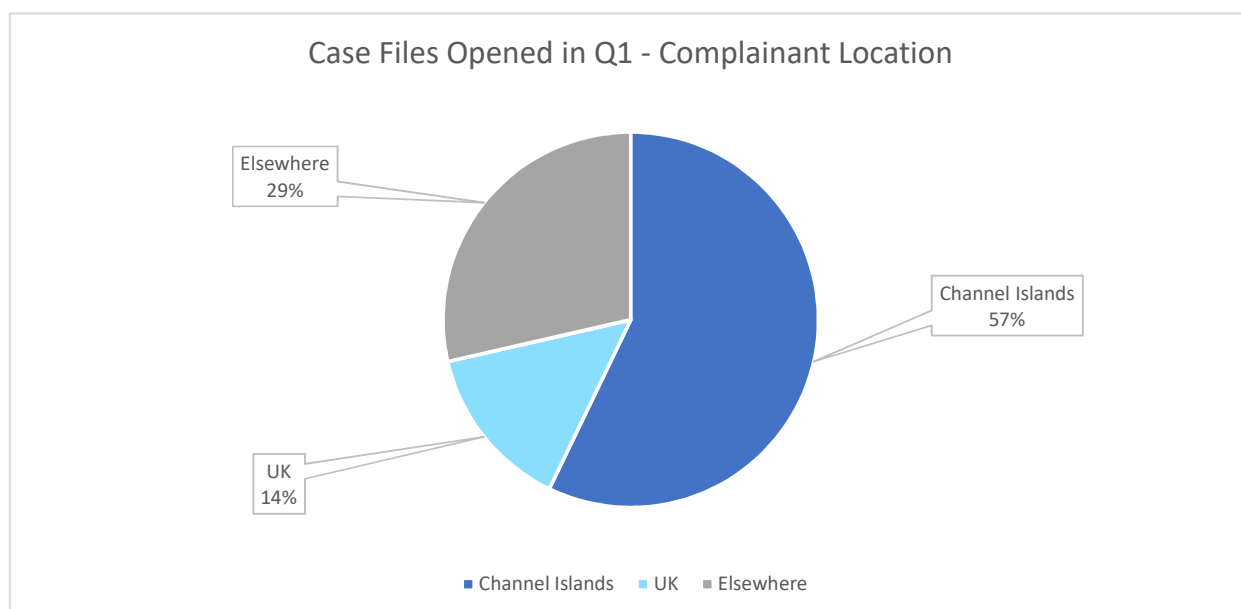
II: ANALYSIS OF CASE FILES

Period Analysis (Q1 2017)	
Opening Case File Inventory	117
Case Files Opened in Period	28
Case Files Closed in Period	33
Net Period Change in Case File Inventory	-5
End of Period Case File Inventory	112

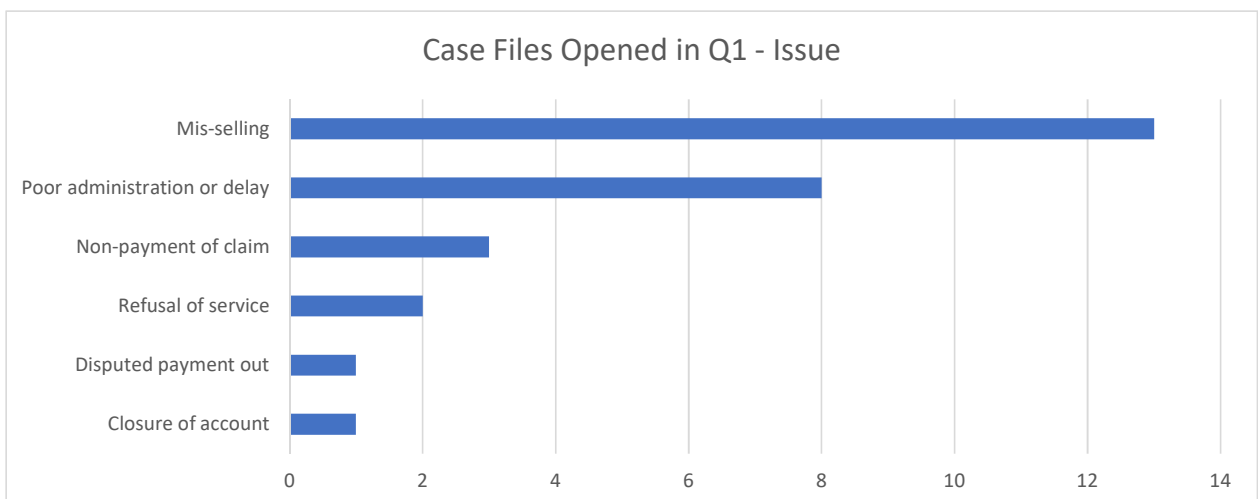
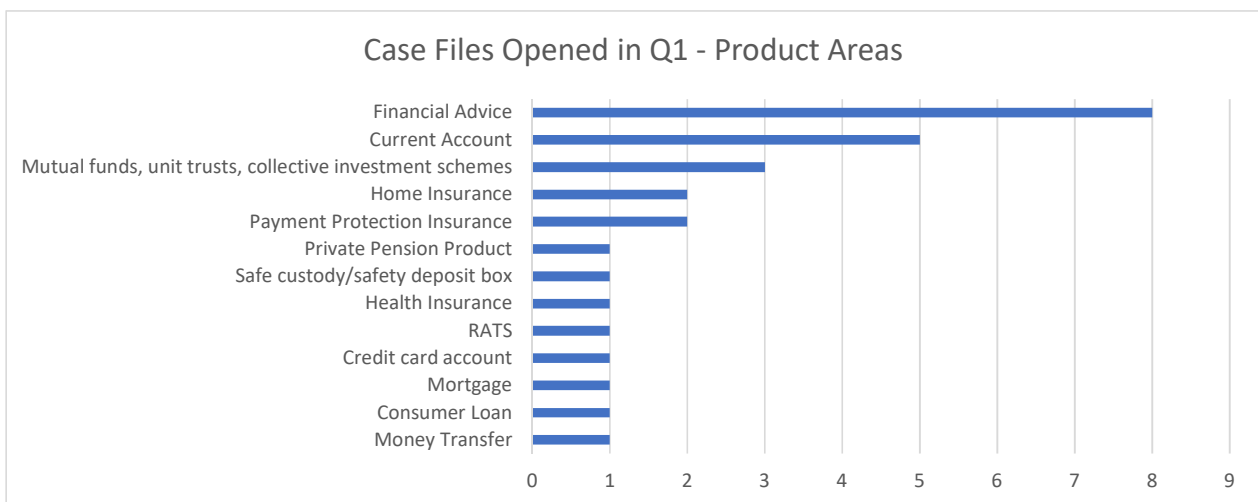
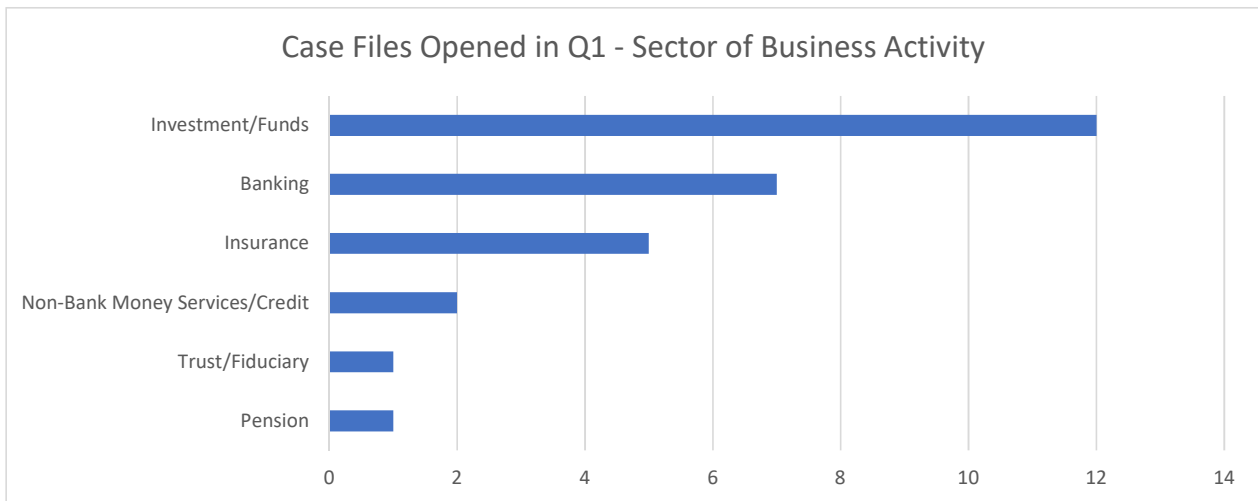
Cumulative Analysis (2017 year to date)	
Opening Case File Inventory	117
Case Files Opened in Period	28
Case Files Closed in Period	33
End of Period Case File Inventory	112

CASE FILE HIGHLIGHTS

- Of the 22 case files closed by mediation in Q1 2017, 27% (6) were mediated in favour of the complainant, with 100% (6) receiving compensation higher than the FSP's original offer. 73% (16) of case files were mediated in favour of the FSP.
- Of the 10 case files closed by determination in Q1 2017, 0% (0) were determined in favour of the complainant. 100% (10) of case files were determined in favour of the FSP.
- 57% (16) of case files opened in Q1 2017 involve a Channel Island-based complainant, 14% (4) involve a UK-based complainant, and 29% (8) involve a complainant from elsewhere.



CASE FILE DATA



CASE FILE HIGHLIGHTS (CONTINUED)

- Of the 28 case files opened by CIFO in Q1 2017, 29% (8) related to financial advice as the product or service. 18% (5) related to current accounts and 11% (3) related to mutual funds, unit trusts, collective investment schemes.

- Mis-selling was the most common issue, occurring in 46% (13) of case files opened by CIFO this quarter.

- Poor administration or delay was the second most common issue, occurring in 29% (8) case files, followed by Non-payment of claim (11%) and Refusal of service (7%).

Q1 Case Files - Top Product Areas		
Product	Number	Percentage
Financial Advice	8	29%
Current Account	5	18%
Mutual funds, unit trusts, collective investment schemes	3	11%
Payment Protection Insurance	2	7%
Home Insurance	2	7%

Q1 Case Files - Top Issues		
Issue	Number	Percentage
Mis-selling	13	46%
Poor administration or delay	8	29%
Non-payment of claim	3	11%
Refusal of service	2	7%

III: ANALYSIS OF ENQUIRIES

This section provides information concerning complaint-related enquiries (initial client contacts which are handled by CIFO).

- CIFO received 48 enquiries in Q1 2017.
- 92% (44) of enquiries were from the general public and 8% (4) were from representatives of financial service providers.
- 50% (24) of enquirers were Channel Island residents, 31% (15) did not disclose their country of residence, 8% (4) were from the UK, and 10% (5) of enquirers were from elsewhere.

