

## CIFO PUBLIC COMPLAINT STATISTICS - Q3 2024

These statistics cover the work of the Channel Islands Financial Ombudsman (CIFO) for the three months ended 30 September 2024 (Q3 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 (Q3 2024)	
Complaints on hand at start of the period	223
Net adjustment on opening figure - complaints reopened	12
Complaints opened during the period	149
Complaints closed during the period	155
Complaints on hand at the end of the period	229
Cumulative Analysis 2024	
Complaints on hand at start of 2024	226
Net adjustment on opening figure - complaints reopened	6
Total complaints received	449
Total complaints closed	452
Complaints on hand at the end of the period	229

#### Q3 COMPLAINT HIGHLIGHTS

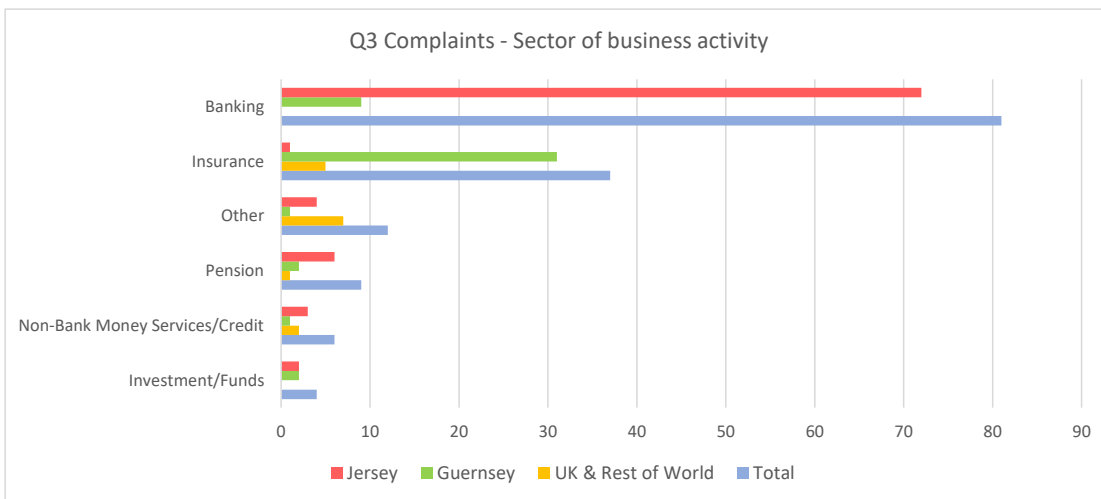
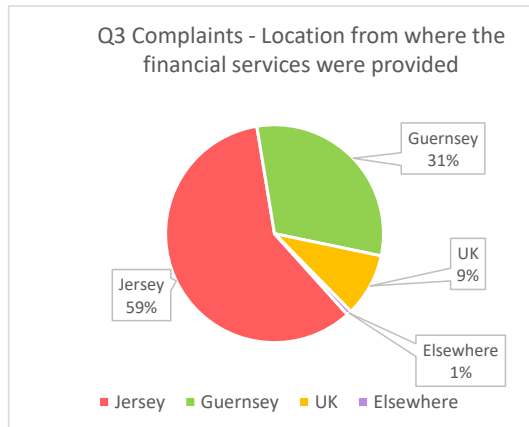
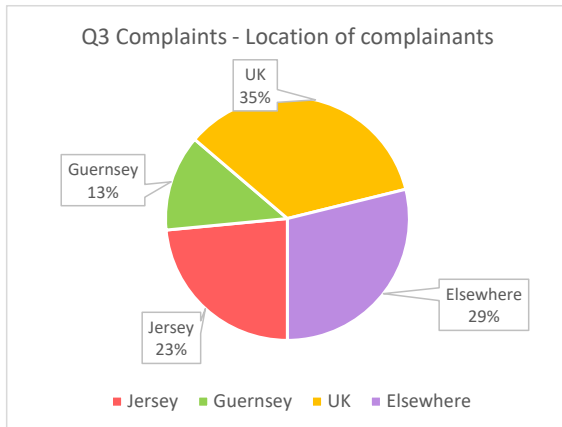
##### Of the 155 closed in Q3 2024:

- 48% (75) could not be dealt with as they were outside the scope of CIFO's mandate as set by law;
- 28% (44) were successfully mediated;
- 14% (21) were determined by an Ombudsman;
- 5% (8) were withdrawn by the complainant after coming to CIFO.
- 5% (7) were settled by the FSP after the complainant came to CIFO;

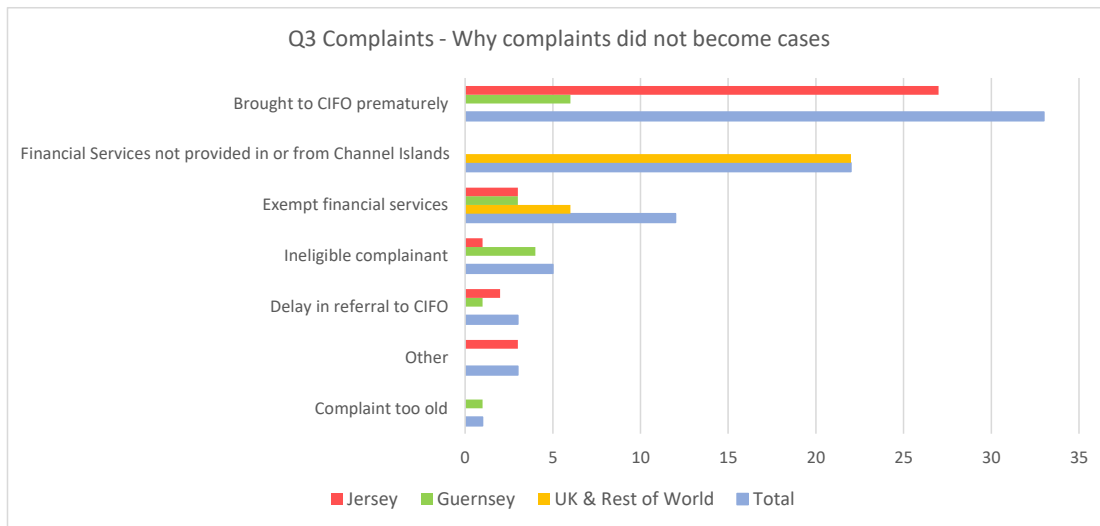
##### Of the 75 out-of-mandate complaints:

- 42% (33) were brought to CIFO prematurely;
- 28% (22) related to financial services that were not provided in or from the Channel Islands;
- 15% (12) related to financial services that are excluded by law from CIFO's mandate;
- 6% (5) complaints were brought to CIFO by ineligible complainants;
- 4% (3) there was a delay in referral to CIFO;
- 4% (3) complaints were out-of-mandate for other reasons;
- 1% (1) was too old;

<sup>[1]</sup> Of the 75 out-of-mandate complaints, there were 79 out-of-mandate reasons.



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	27	75%	6	40%	0	0%	33	42%
Financial services not provided in or from Channel Islands	0	0%	0	0%	22	79%	22	28%
Exempt financial services	3	8%	3	20%	6	21%	12	15%
Ineligible complainant	1	3%	4	27%	0	0%	5	6%
Delay in referral to CIFO	2	6%	1	7%	0	0%	3	4%
Complaint too old	0	0%	1	7%	0	0%	1	1%
Other	3	8%	0	0%	0	0%	3	4%
<b>Total reasons</b>	<b>36</b>	<b>100%</b>	<b>15</b>	<b>100%</b>	<b>28</b>	<b>100%</b>	<b>79</b>	<b>100%</b>



<b>Closed Complaints by Outcome</b>		
Complaint out of CIFO's mandate	75	48%
Complaint settled by FSP after complainant came to CIFO	7	5%
Complaint withdrawn by complainant after coming to CIFO	8	5%
Case files mediated in favour of Complainant	19	12%
Case files upheld in part - Mediated	8	5%
- Compensation the same as FSP offer	3	
- Compensation more than FSP offer	24	
Case files mediated in favour of FSP	17	11%
Case files determined in favour of Complainant	4	3%
Case files upheld in part - Determined	3	2%
- Compensation less than FSP offer	4	
- Compensation more than FSP offer	3	
Case files determined in favour of FSP	14	9%
<b>Total closed complaints</b>	<b>155</b>	<b>100%</b>

<b>Type of Complainant - Complaints Opened in Period</b>		
Type	Number	Percentage
Individual (Consumer)	143	96%
Microenterprise	5	3%
Enterprise	1	1%
<b>Total</b>	<b>149</b>	<b>100%</b>

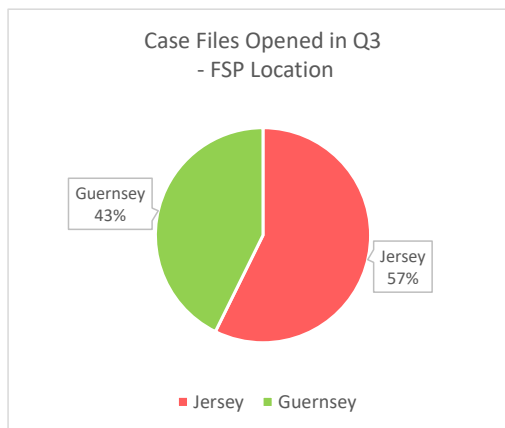
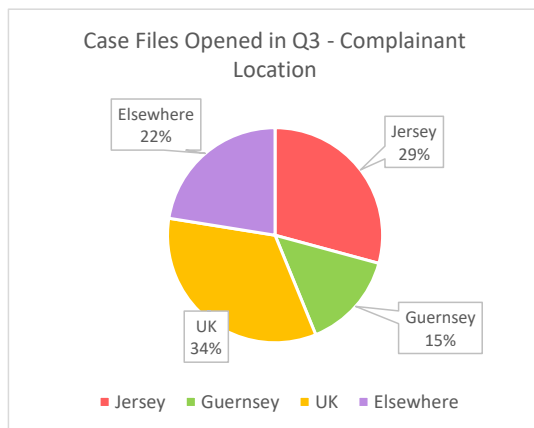
## II: ANALYSIS OF CASE FILES

Period Analysis (Q3 2024)	
<b>Opening Case File Inventory as at 1 July 2024</b>	<b>92</b>
Net adjustment on opening figure	2
Case Files Opened	89
Case Files Closed	79
Net Period Change in Case File Inventory	12
<b>End of Period Case File Inventory as at 30 September 2024</b>	<b>104</b>

Cumulative Analysis	
<b>Opening Case File Inventory as at 1 January 2024</b>	<b>84</b>
Net adjustment on opening figure	(1)
Case Files Opened	288
Case Files Closed	267
Net Period Change in Case File Inventory	20
<b>End of Period Case File Inventory as at 30 September 2024</b>	<b>104</b>

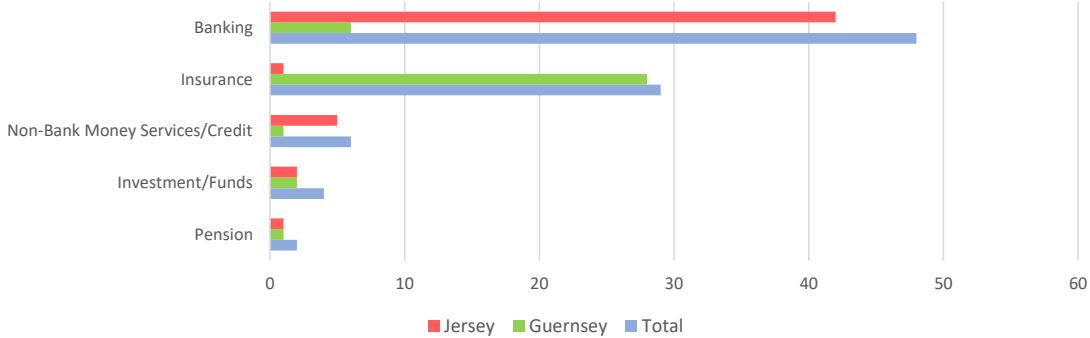
### CASE FILE HIGHLIGHTS

- Of the 44 case files closed by mediation in Q3 2024, 61% (27) were mediated in favour of the complainant with 19 upheld and 8 upheld in part. 89% (24) received compensation higher than the FSP's original offer, and 11% (3) received the same amount of compensation as originally offered. 39% (17) of case files were mediated in favour of the FSP.
- Of the 21 case files closed by determination in Q3 2024, 33% (7) were determined in favour of the complainant with 4 upheld and 3 upheld in part. 43% (3) received compensation higher than the FSP's original offer, and 57% (4) received the same as originally offered. 67% (14) case files were determined in favour of the FSP.
- The remaining cases closed were out of mandate 7% (6), withdrawn by the complainant 7% (6) and settled by the FSP 3% (2). These case statistics are included within the figures provided for the complaint closure highlights.
- Of the 89 case files opened in Q3 2024, 34% (30) involve a UK-based complainant, 29% (26) involve a Jersey-based complainant, 22% (20) involve a complainant from elsewhere and 15% (13) involve a Guernsey-based complainant.

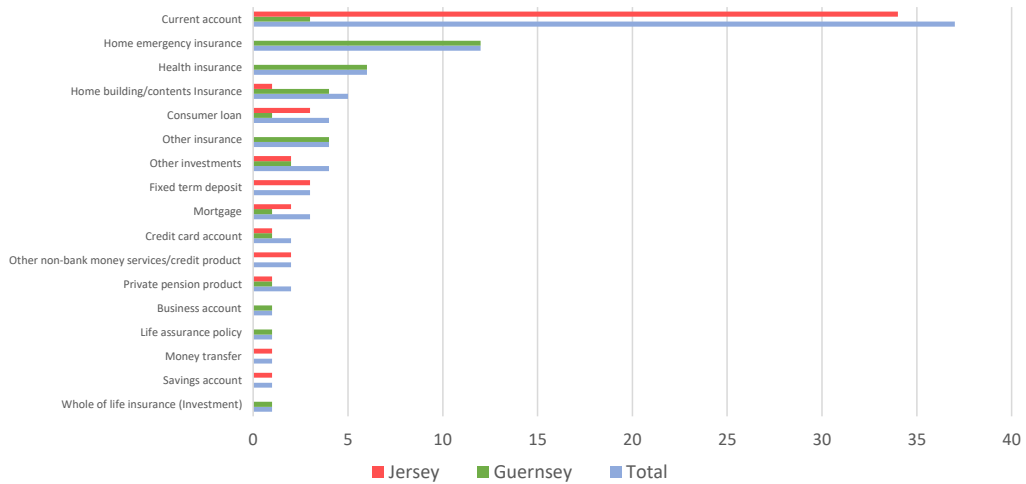


# CASE FILE DATA

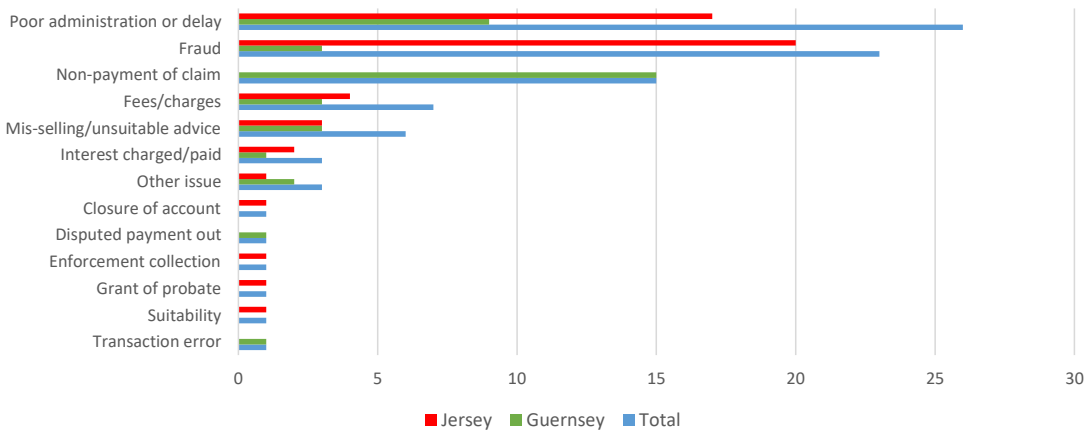
### Case Files Opened in Q3 - Sector of Business Activity



### Case Files Opened in Q3 - Product Areas



### Case Files Opened in Q3 - Issue



**CASE FILE HIGHLIGHTS (CONTINUED)**

- Of the 89 case files opened by CIFO in Q3 2024, 42% (37) related to current accounts, 13% (12) related to home emergency insurance and 7% (6) related to health insurance. The remaining 34 case files were in relation to 14 other product types.
- Poor administration or delay was the most common issue, occurring in 29% (26) of the case files opened by CIFO this quarter.
- Fraud was the second most common issue, represented in 26% (23) case files and the third most common issue was non-payment of claim, represented in 17% (15) of case files each.

<b>Q3 Case Files - Top Product Areas</b>		
<b>Product</b>	<b>Number</b>	<b>Percentage</b>
Current account		42%
Home emergency insurance		13%
Health insurance		7%

<b>Q3 Case Files - Top Issues</b>		
<b>Issue</b>	<b>Number</b>	<b>Percentage</b>
Poor administration or delay		29%
Fraud		26%
Non-payment of claim		17%