

Aggregate complaints data charts

No. 8 / October 2016

Figure 1: Total number of complaints opened and total number excluding Payment Protection Insurance (PPI)

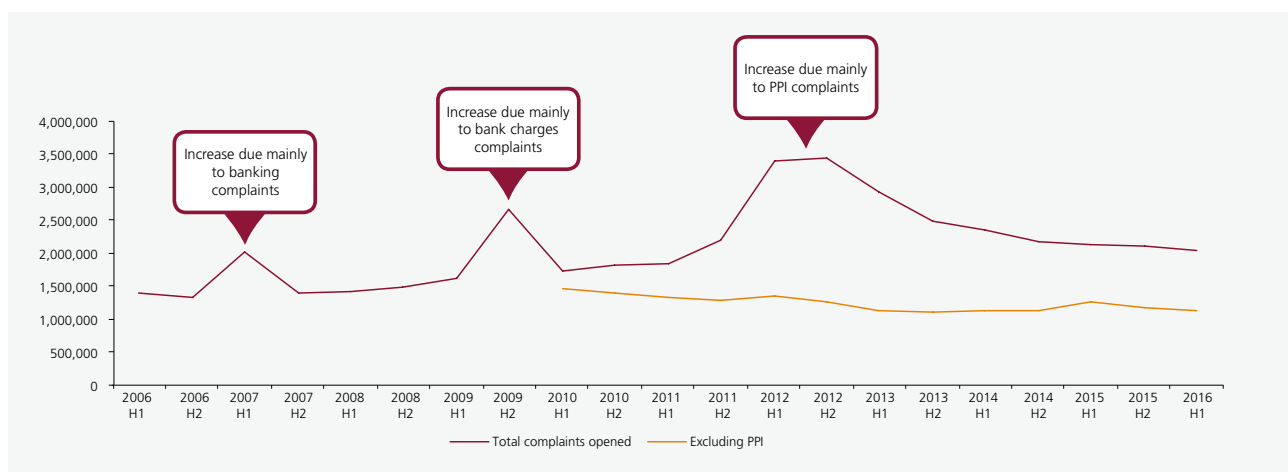


Figure 2: Complaints broken down by product type and the top five most complained about products or services in 2016 H1

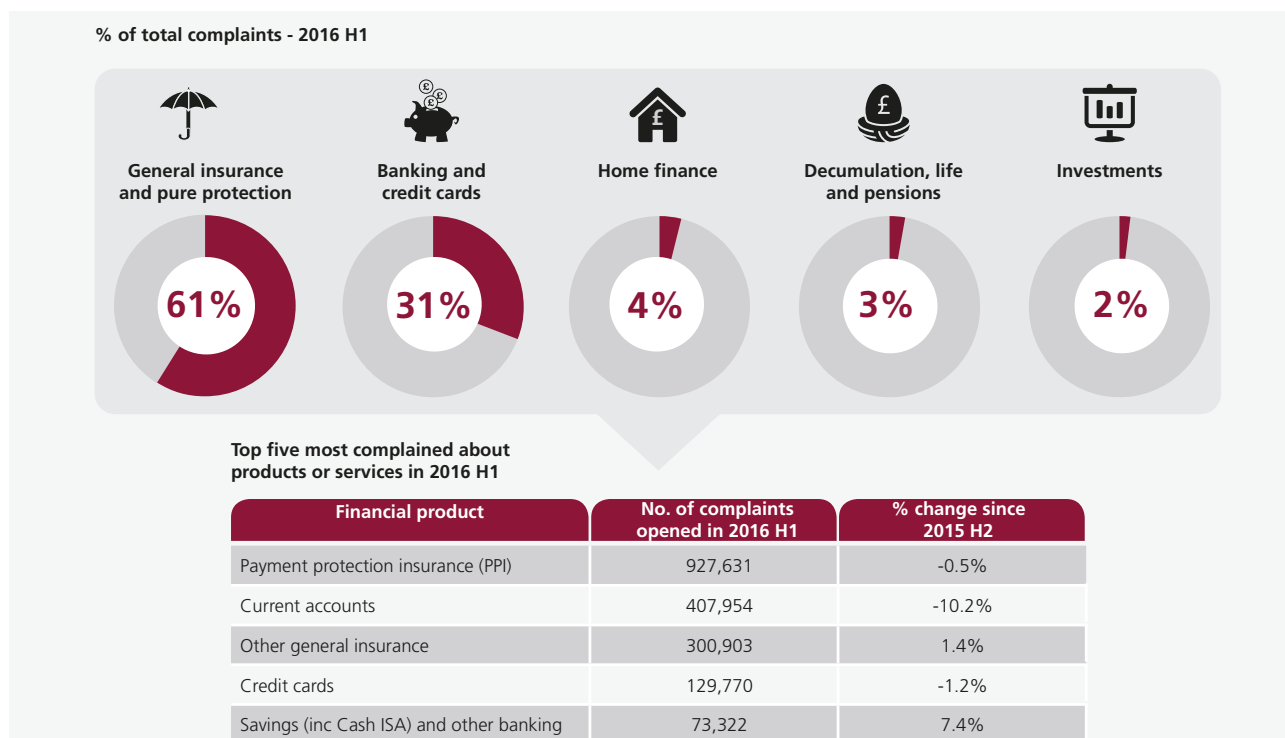


Figure 3: Percentage of total complaints opened by firm type

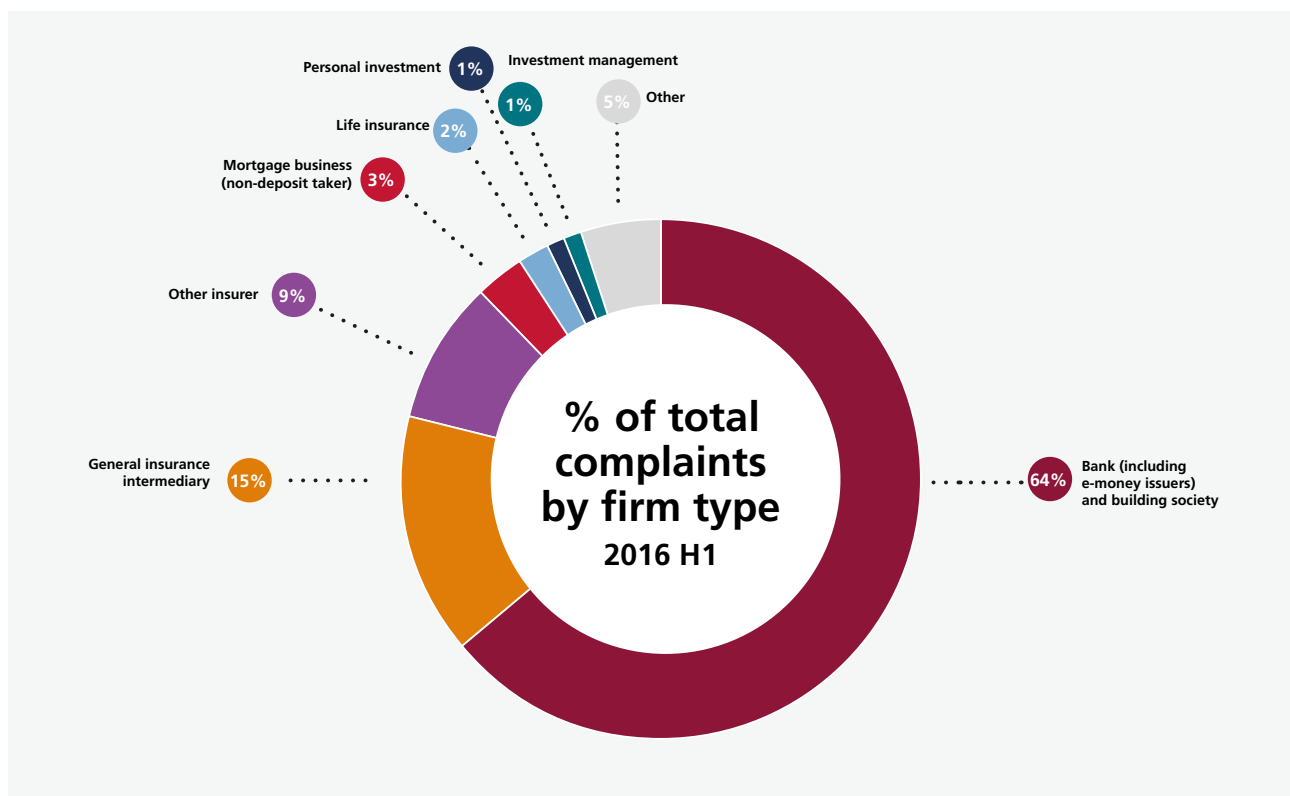


Figure 4: Percentage of total complaints opened by cause

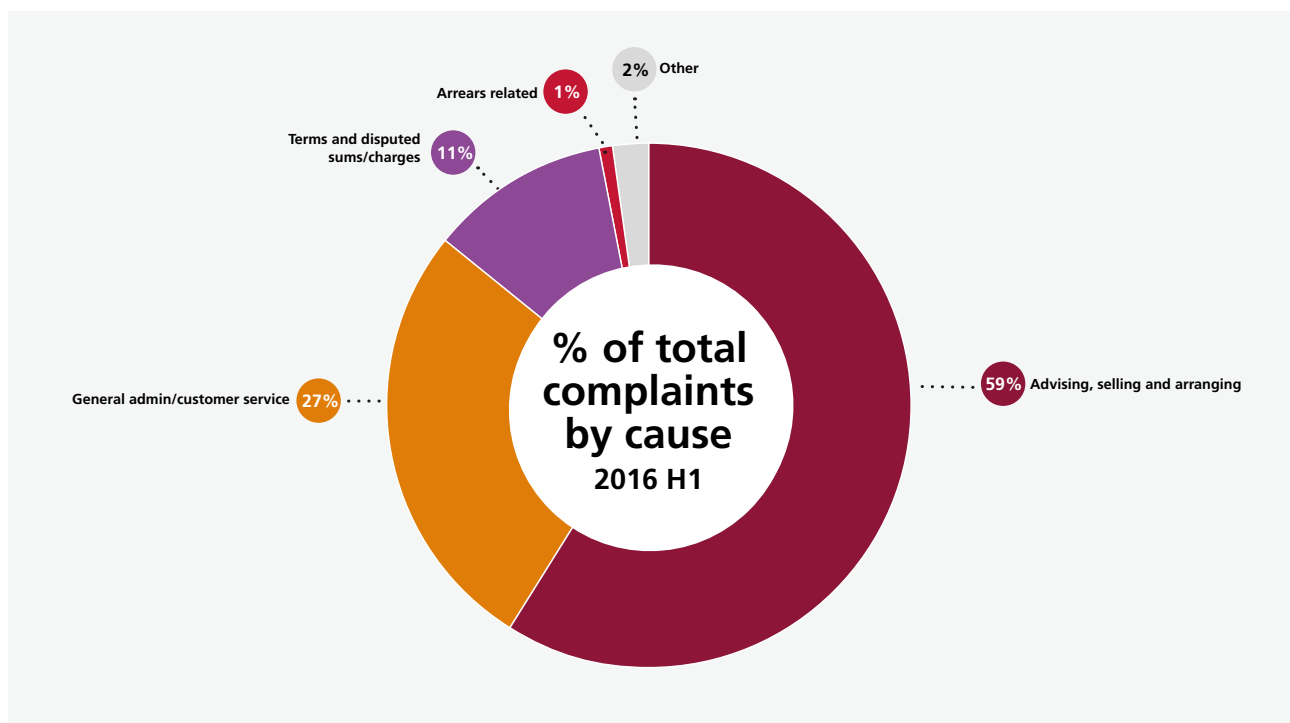


Figure 5: Percentage of complaints closed within eight weeks by type of product

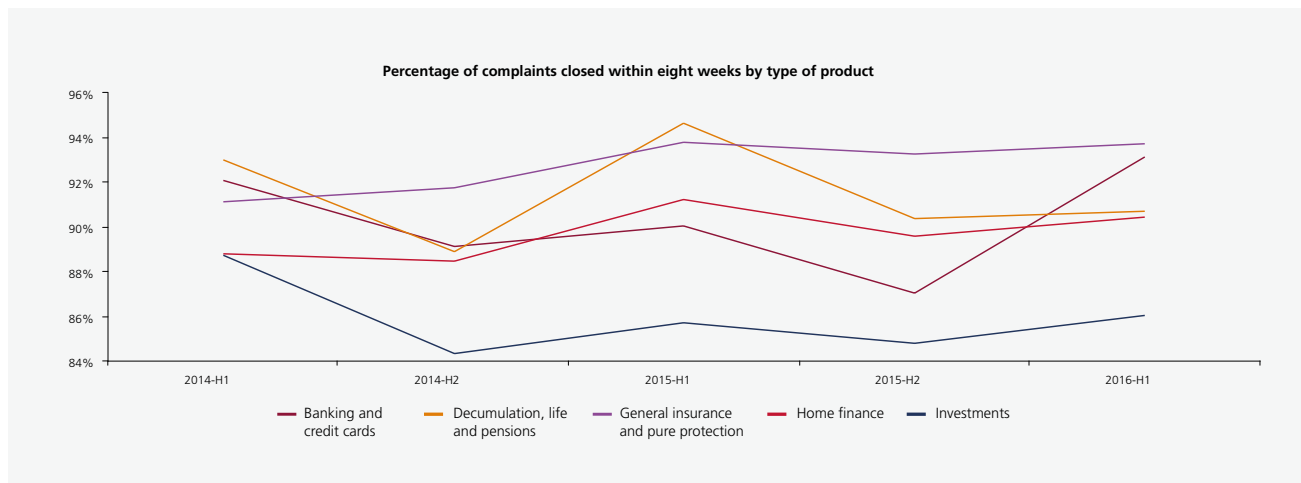
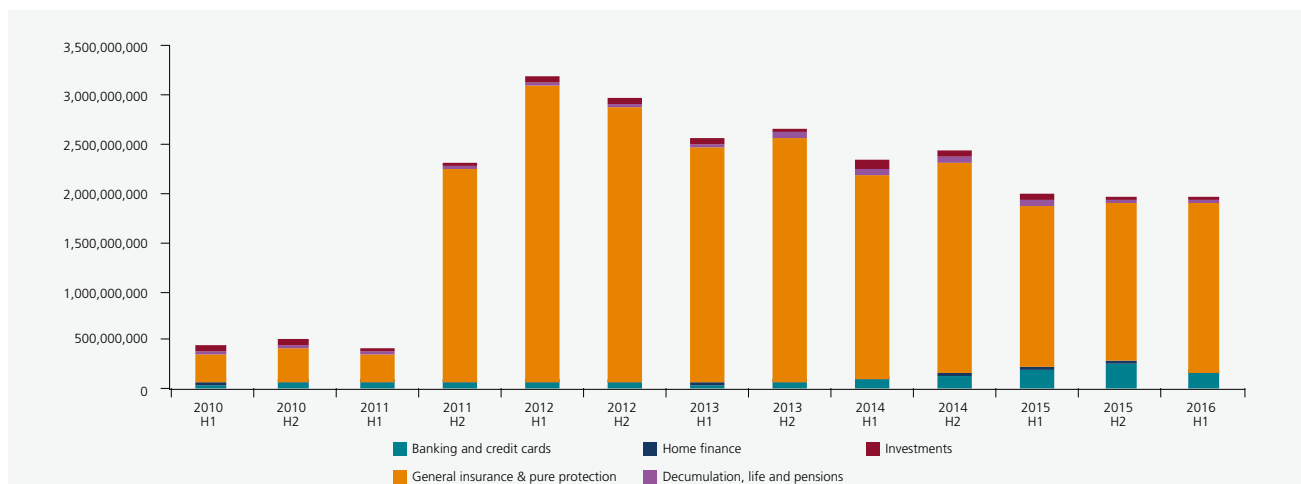


Figure 6: Redress paid by type of product



Reporting Periods:

H1 means first half of the year (1 January to 30 June), H2 means second half of the year (1 July to 31 December).

Redress paid by type of product (Note 1)	2013-H1 Total £	2013-H2 Total £	2014-H1 Total £	2014-H2 Total £	2015-H1 Total £	2015-H2 Total £	2016-H1 Total £
Banking and credit cards	52,880,761	58,251,236	88,199,237	144,783,496	212,385,691	268,585,686	150,966,420
Decumulation, life and pensions	48,413,868	45,488,085	49,332,460	49,223,049	40,169,423	35,954,145	34,566,405
General insurance & pure protection	2,392,318,923	2,492,433,268	2,076,307,701	2,153,568,577	1,645,908,748	1,606,653,098	1,710,702,541
Home finance	8,479,998	12,004,452	17,576,191	16,808,505	16,030,426	18,810,406	19,218,921
Investments	53,888,802	45,726,385	111,235,429	73,858,502	62,721,128	44,157,690	43,472,637
Total	2,555,982,352	2,653,903,426	2,342,651,018	2,438,242,129	1,977,215,416	1,974,161,025	1,958,926,924