Progress of sales through stages of the review as at 30 September 2016 – All banks

**Review population 30,784**
- Category A sales (Structured Collars) 2,104
- Category B sales (All other standalone IRHPs, including Swaps and Simple Collars) 26,089
- Category C sales (Caps) 2,591

*there are 7,501 category C sales but only those where the customer has proactively raised a complaint are included in the review

### Sophistication assessment

- **Assessed as “non-sophisticated”**
  - Category A sales 1,599
  - Category B sales 16,280
  - Category C sales 2,328

- **Assessed as “sophisticated”**
  - Subjectively sophisticated 291
  - Objectively sophisticated - small companies test (including small groups) 4,977
  - Objectively sophisticated - notional value of IRHPs > £10m (including BIPRU groups) 5,309

### Customer opt in

- Opted in 14,242
- Customer yet to opt in, less than 3 months since being invited 0
- Customer yet to opt in, more than 3 months since being invited 0
- Customer has opted-out 2,038

### Compliance assessment

- **Assessed as non-compliant**
  - Initial redress outcome determined but not communicated yet 0
- **Assessed as compliant**
  - Redress determination in progress 0

### Redress

- **Initial redress outcome communicated to consumers** 16,613
  - Full tear up 8,555
  - Alternative product - cap 4,322
  - Alternative product - other than cap 1,794
  - No redress 1,942

- **Offers accepted (basic redress plus 8% a year simple interest)**
  - 13,936 (£2,197m)
  - Full tear up 8,281
  - Alternative product - cap 4,152
  - Alternative product - other than cap 1,503

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- Banks participating in the review are RBS, Lloyds, HSBC, Barclays, Santander UK, Clydesdale and Yorkshire Banks – part of National Australia Group (Europe), Co-operative Bank, Allied Irish Bank (UK), and Bank of Ireland.
- Although category A sales assessed as ‘non-sophisticated’ proceed directly to the redress determination stage, to determine the appropriate redress, the banks will still need to review the sale and may need to meet with customers.