

AGGREGATE COMPLAINTS STATISTICS: 2006 to 2009

1 **Complaints by product and cause**

Complaints by product group and cause of complaint (2009 H2)

2 **Volumes**

- 2.1 Number of complaints by product group
- 2.2 Number of complaints by FSA firm type
- 2.3 Number of complaints by cause of complaint
- 2.4 Number of closed complaints by firm type
- 2.5 Number of closed complaints by type of product

3 **Speed of resolution**

- 3.1 Proportion of complaints closed within 8 weeks by firm type
- 3.2 Proportion of complaints closed within 8 weeks by type of product

4 **Complaints Upheld**

- 4.1 Proportion of complaints upheld by firm type
- 4.2 Proportion of complaints upheld by type of product

5 **Redress**

- 5.1 Total redress paid by firm type
- 5.2 Total redress paid by type of product

Complaints (1) - Complaints by product group and cause (2009 H2)

Number and percentage of complaints by product group and cause as a proportion of total complaints for each product group

Product Group (b):

		Banking	Decumulation, life and pensions		General insurance & pure protection		Home Finance		Investments		Other up to 31 July 2009 only (c)		Total (Product Group)		
2009 H2 - Complaints by product group and cause of complaint															
Cause of complaint:															
Advising, selling and arranging		44,784	2%	38,069	41%	183,619	44%	22,746	28%	10,769	24%	35	7%	300,022	11%
Arrears related		40,861	2%	956	1%	2,404	1%	5,576	7%	203	0%	4	1%	50,004	2%
General admin/customer service		418,981	21%	34,441	37%	120,738	29%	27,594	34%	24,361	54%	165	34%	626,280	24%
Terms and disputed sums/charges		1,455,877 (a)	72%	15,607	17%	76,367	18%	17,598	22%	6,607	15%	77	16%	1,572,133	59%
Other		53,868	3%	3,797	4%	38,240	9%	6,716	8%	2,932	7%	203	42%	105,756	4%
Total		2,014,371	100%	92,870	100%	421,368	100%	80,230	100%	44,872	100%	484	100%	2,654,195	100%

Notes:

(a) The FSA had issued a waiver in 2007 suspending the resolution and reporting of complaints about the level, fairness or lawfulness of unauthorised overdraft charges, whilst a test case went to court. Following the Supreme Court's judgment on 25 November 2009, this waiver lapsed and firms resumed reporting these cases which had accumulated since 2007. This has been a major factor in the increase in numbers of new complaints in 2009 H2

(b) Refer to Note 1 for the product names in each product group

(c) The 'Other' product group category was only available for firms to report prior to the reporting requirement changes on 1 August 2009. Therefore, data for this category will only be available for July in 2009 H2.

Complaints (2) - Volumes

Reporting Periods:

	2006-H1	2006-H2	2007-H1	2007-H2	2008-H1	2008-H2	2009-H1 (b)	2009-H2
1	Number of complaints by type of product (a)							
	Banking	517,948	608,620	1,352,873	812,819	809,646	870,124	867,427
	Decumulation, life and pensions	480,838	314,855	192,569	121,137	113,903	114,334	98,878
	General insurance & pure protection	194,730	210,050	213,952	227,695	267,046	281,275	336,918
	Home Finance	58,326	60,390	101,330	97,798	80,114	70,071	58,666
	Investments	27,810	25,667	31,016	29,909	39,352	37,283	54,288
	Other (up to 31 July 2009 only) (e)	117,425	109,983	123,722	107,012	116,581	103,096	94,709
	Total	1,397,077	1,329,565	2,015,462	1,396,370	1,426,642	1,476,183	1,510,886
2	Number of complaints by firm type (a)							
	Bank (inc e-money issuers) and Building Society	798,775	843,090	1,604,589	1,041,101	1,018,548	1,082,364	1,075,400
	General Insurance Intermediary	71,639	69,779	76,616	79,693	103,659	115,242	143,975
	Investment Management	10,402	9,865	13,125	11,117	11,930	10,550	11,130
	Life Insurer	203,268	117,619	70,634	57,988	66,905	65,315	63,448
	Mortgage Business	6,837	7,953	11,179	14,637	15,776	12,716	12,634
	Other Insurer	198,829	203,091	172,308	142,930	155,327	139,593	152,250
	Personal Investment	46,529	31,988	30,271	19,101	20,791	17,173	17,186
	Professional firms	405	238	146	97	266	289	421
	Securities & Futures	7,553	7,303	8,219	9,781	11,580	11,580	12,166
	Other	52,840	38,639	28,375	19,925	21,860	21,361	22,276
	Total	1,397,077	1,329,565	2,015,462	1,396,370	1,426,642	1,476,183	1,510,886
3	Number of complaints by cause of complaint (d)							
	Advising, selling and arranging	424,588	289,700	196,930	151,589	158,784	175,650	209,033
	Arrears related	13,784	18,293	20,221	18,806	24,412	27,697	39,226
	General admin/customer service	546,460	549,369	735,715	631,611	682,094	707,949	660,591
	Terms and disputed sums/charges	246,608	341,519	925,312	451,682	414,227	399,159	419,623
	Other	165,637	130,684	137,284	142,682	147,125	165,728	182,413
	Total	1,397,077	1,329,565	2,015,462	1,396,370	1,426,642	1,476,183	1,510,886
4	Number of closed complaints by firm type (a)							
	Bank (inc e-money issuers) and Building Society	792,614	864,651	1,286,350	1,145,765	1,014,767	1,063,121	1,088,479
	General Insurance Intermediary	68,711	72,817	74,248	79,920	101,629	113,803	145,829
	Investment Management	10,500	9,825	12,564	11,243	11,666	10,180	11,523
	Life Insurer	213,560	130,939	73,406	59,266	65,119	65,253	65,705
	Mortgage Business	6,627	7,750	10,270	14,085	14,940	12,900	12,086
	Other Insurer	200,695	207,347	175,239	140,233	149,911	139,631	142,984
	Personal Investment	47,941	37,603	28,587	23,622	19,544	18,633	17,003
	Professional firms	422	285	169	112	269	256	410
	Securities & Futures	7,760	7,596	8,451	9,738	11,880	11,856	12,253
	Other	50,903	45,494	28,597	22,878	20,867	21,577	22,393
	Total	1,399,733	1,384,307	1,697,881	1,506,862	1,410,592	1,457,210	1,518,665
5	Number of closed complaints by type of product 2009-H2 from 1 August 2009 only (a)							
	Banking	956,824						
	Decumulation, life and pensions	92,757						
	General insurance & pure protection	365,323						
	Home finance	105,381						
	Investments	45,155						
	Total(Product/service grouping)	1,565,440						

Notes:

(a) Refer to Notes 1&2 for product names and firm types

(b) 2009-H1 data has been updated from the previous publication due to firm resubmissions to match the mapped product categories data in Note 3

(c) The FSA had issued a waiver in 2007 suspending the resolution and reporting of complaints about the level, fairness or lawfulness of unauthorised overdraft charges, whilst a test case went to court. Following the Supreme Court's judgment on 25 November 2009, this waiver lapsed and firms resumed reporting these cases which had accumulated since 2007. This has been a major factor in the increase in numbers of new complaints in 2009 H2.

(d) Cause of complaint categories applicable from 1 August 2009 have been mapped back to 2006.

(e) The 'Other' product group category was only available for firms to report prior to the reporting requirement changes on 1 August 2009. Therefore, data for this category will only be available for July in 2009 H2.

Complaints (3) - Speed of resolution (a)

Number and percentage of complaints closed within 8 weeks as a proportion of total closed complaints for each firm and product type

Reporting Periods:

[illegible]

Notes:

(a) We have moved to reporting complaints resolved within eight weeks, rather than complaints that take more than eight weeks to resolve, in order to match the format that firms will be using to publish their own complaints data later this year

(b) 2009-H1 data has been updated from the previous publication due to firm resubmissions to match the mapped data in Note 3

Complaints (4) - Complaints Upheld

Number and percentage of complaints upheld as a proportion of total closed complaints for each firm type

Reporting Periods:

[illegible]

Notes:

(a) 2009-H1 data has been updated from the previous publication due to firm resubmissions to match the mapped product categories data in Note 3

Complaints (5) - Redress (£)

Amount of redress paid by firm and product type (from 1 August 2009 only)

Reporting Period:

2009-H2

1	Redress paid by firm type (Note 2)	Total £
	Bank (inc e-money issuers) and Building Society	202,633,825
	General Insurance Intermediary	20,447,326
	Investment Management	877,832
	Life Insurer	16,711,102
	Mortgage Business	5,059,837
	Other Insurer	15,077,646
	Personal Investment	14,966,977
	Professional firms	75,983
	Securities & Futures	2,111,109
	Other	5,595,226
	Total	283,556,863
2	Redress paid by type of product (Note 1)	Total £
	Banking	46,272,467
	Decumulation, life and pensions	46,718,947
	General insurance & pure protection	143,813,028
	Home finance	11,003,089
	Investments	35,749,332
	Total	283,556,863

COMPLAINTS STATISTICS TABLES

Note 1

The product groups are made up of the following product names (a)

Product Group	Product Name
Banking & Loans	Current Accounts
	Credit cards
	unregulated loans
	Savings (inc. Cash ISA) and other banking
Decumulation, life and pensions	Personal pensions and FSAVCs
	Investment linked annuities
	Income drawdown products
	Endowments
	Other decumulation, life and pensions
General insurance & pure protection	Payment protection insurance
	Other general insurance
	Critical illness
	Income protection
	Other pure protection
Home Finance	Equity release products
	Impaired credit mortgages
	other regulated home finance products
	other unregulated home finance products
Investments	Investment bonds
	PEPs/ISAs (exc. Cash ISAs)
	Investment trusts
	Unit trusts/OEICs
	Structured products
	Other investment products/funds
	Investment management/services (inc. platforms)

(a) New product groups and names applicable from 1 August 2009

Note 2
Firm types are determined by the firm category description allocated to firms by internal FSA systems. These category descriptions are in turn determined by FSA supervisory divisions

Annual Report Category	Firm Category Description	Number of Firms as at 31 March 2009
Bank (inc e-money issuers) and Building Society	Bank (other than Wholesale only)	397
	Building Society	
	E-money Issuer (non-bank)	
	Wholesale only Bank	
General Insurance Intermediary	General Insurance Intermediary	6,923
Investment Management	Custodial Service Provider	2,077
	Discretionary Investment Manager	
	Non-discretionary Investment Manager	
	Personal Pension Operator	
	Venture Capital Firm	
Life Insurer	Life Insurer	193
Mortgage Business	Home Finance Administrator	2,812
	Home Finance Broker	
	Home Finance Provider	
	Mortgage Administrator	
	Mortgage Adviser	
	Mortgage Arranger	
	Mortgage Lender	
Other Insurer	Composite Insurer	858
	General Insurer	
	Lloyd's	
	Lloyd's Managing Agent	
	Lloyd's Member Agent	
Personal Investment	Arranging only Intermediary (excluding Stockbroker)	5,568
	Financial Adviser (FA)	
	Independent Financial Advisor (IFA)	
Professional Firms	Authorised Professional Firm	450
	Designated Professional Body	
Securities & Futures	Advising only Intermediary (excluding FA)	929
	Alternative Trading System Operator	
	Clearer/Settlement Agent	
	Corporate Finance Firm	
	Energy (including Oil) Market Participant	
	Market Maker	
	Own Account Trader	
	Stockbroker	
	Wholesale Market Broker	
Other	Advising and Arranging Intermediary (excluding FA & Stockbroker)	6,623
	CIS Administrator	
	CIS Trustee	
	Friendly Society	
	Media Firm	
	No Primary Category*	
	Service Company	
Data Not Included	Credit Union	510
	*The majority of 'No Primary Category ' firms are firms which passported into the UK under the Insurance Mediation Directive. The firm type information we require from these firms is limited.	

COMPLAINTS STATISTICS TABLES 2009

As the reporting requirements changes have amended the product categories and groups we are not able to provide past trends for complaints by type of product. Where possible, we have mapped most of the products into their new categories and provide the data for 2009 only.

Note 3

		2009-H1	2009-H2
Number of Complaints by Product Name (Note 1)	Product Group	(a)	
Current accounts	Banking	499,703	1,627,310 (b)
Other general insurance	General insurance & pure protection	147,803	227,001
Credit cards	Banking	164,272	195,082
Payment protection insurance	General insurance & pure protection		174,286
Savings (inc Cash ISA) and other banking	Banking	132,022	146,554
Other regulated home finance products	Home Finance	56,430	66,881
Endowments	Decumulation, life and pensions	57,264	52,091
Unregulated loans	Banking	71,430	45,425
Personal pensions and FSAVCs	Decumulation, life and pensions	27,124	20,529
Other decumulation, life and pensions	Decumulation, life and pensions	13,543	18,596
Investment bonds	Investments	16,838	12,760
PEPs / ISAs (exc Cash ISAs)	Investments	14,402	11,144
Other pure protection	General insurance & pure protection	10,585	10,773
Other unregulated home finance products	Home Finance		10,393
Other investment products/funds	Investments	14,062	8,098
Investment management/service (inc. platforms)	Investments		5,776
Other GI/Pure protection (up to 31 July 2009)	General insurance & pure protection	174,754	4,889
Unit trusts/OEICs	Investments	5,430	4,535
Income protection	General insurance & pure protection	2,865	3,461
Impaired credit mortgages	Home Finance	1,808	2,573
Structured products	Investments		1,599
Income drawdown products	Decumulation, life and pensions	743	1,174
Critical illness	General insurance & pure protection	911	958
Investment trusts	Investments	603	692
Investment linked annuities	Decumulation, life and pensions	204	480
Equity release products	Home Finance	428	383
Other Regulated Investment	Investments	2,953	268
Other (up to 31 July 2009) (c)	Other (up to 31 July 2009 only)	94,709	484
Total		1,510,886	2,654,195

Notes

- (a) Any blanks for 2009-H1 are new product categories for 2009-H2 onwards only
- (b) The FSA had issued a waiver in 2007 suspending the resolution and reporting of complaints about the level, fairness or lawfulness of unauthorised overdraft charges, whilst a test case went to court. Following the Supreme Court’s judgment on 25 November 2009, this waiver lapsed and firms resumed reporting these cases which had accumulated since 2007. This has been a major factor in the increase in numbers of new complaints in 2009 H2
- (c) The 'Other' product group category was only available for firms to report prior to the reporting requirement changes on 1 August 2009. Therefore, data for this category will only be available for July in 2009 H2.