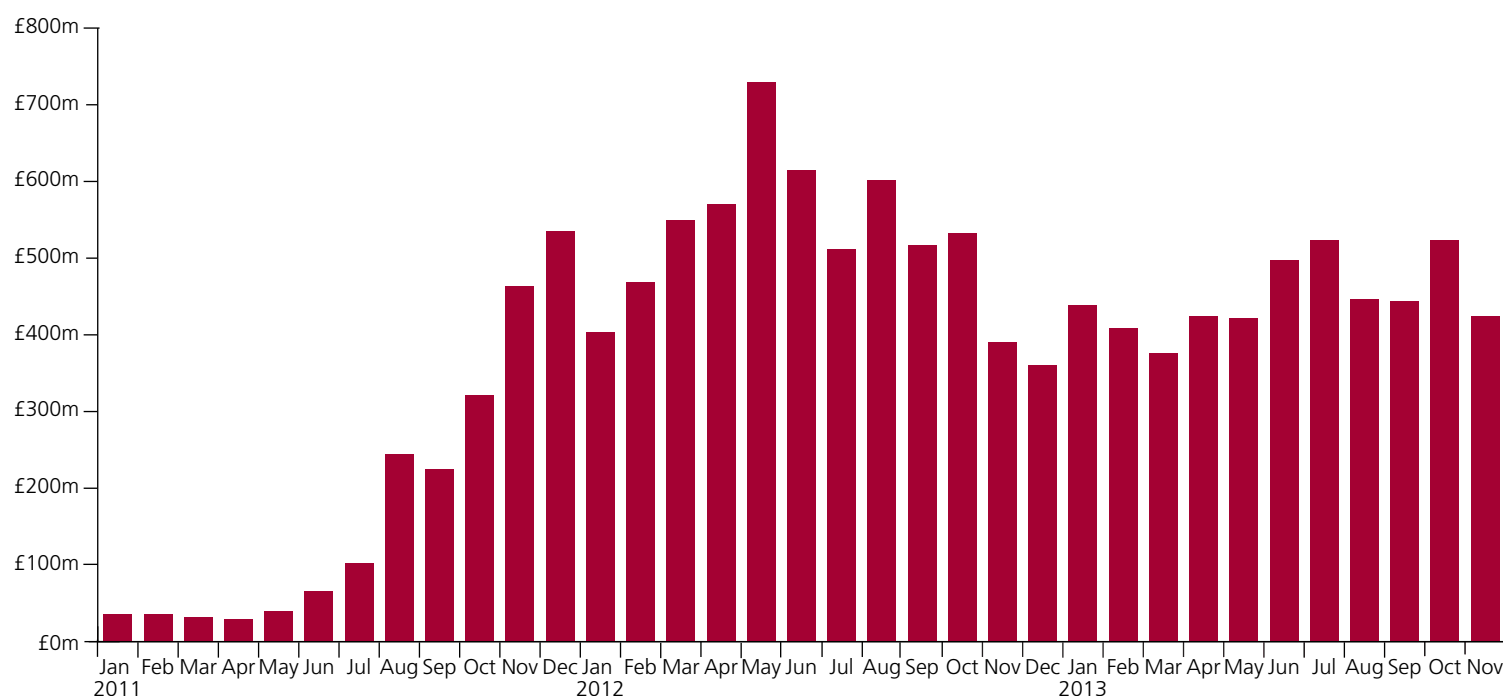


Payment Protection Insurance monthly redress paid since January 2011

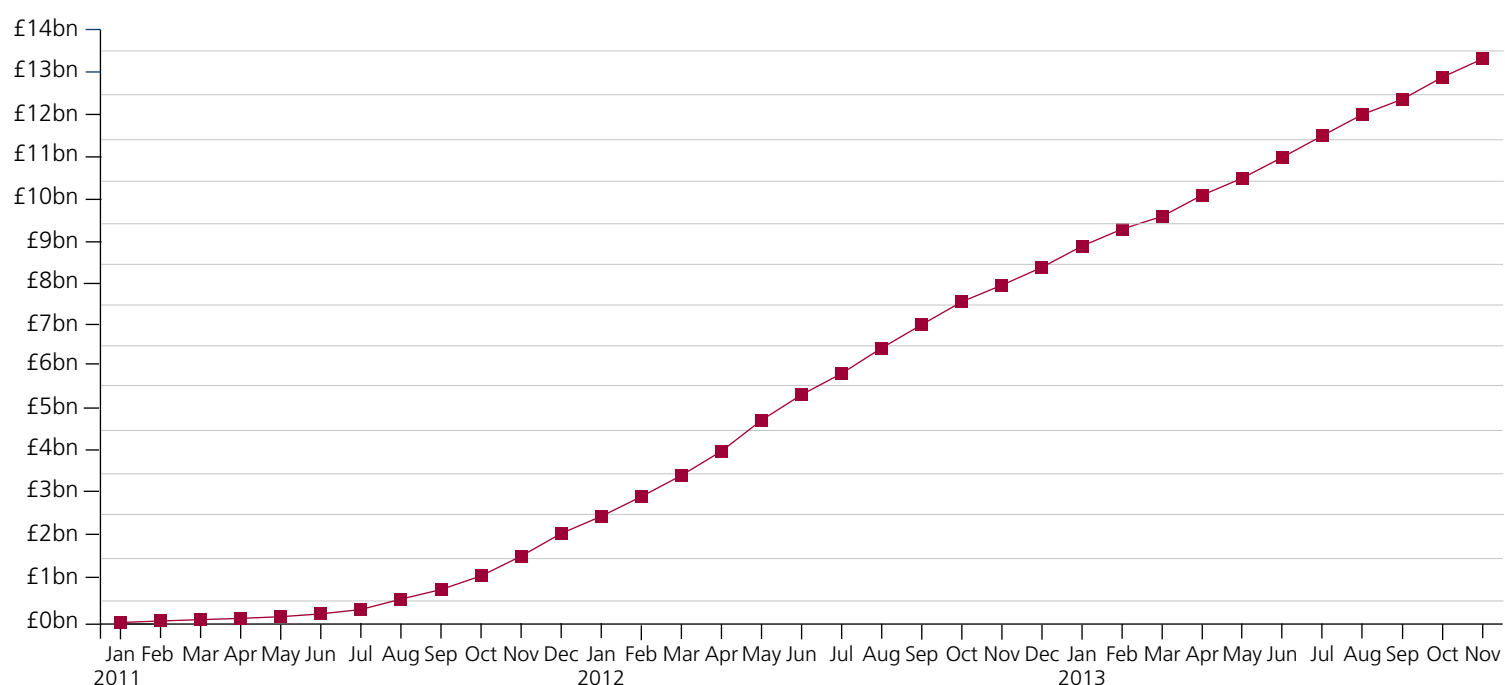


Source: 2011 data from 16 firms which collectively had a 92% share of PPI complaints in the first half of 2011. 2012 data from 24 firms which collectively had a 96% share of all PPI complaints in 2011.

The data reported to us by firms includes ex-gratia payments made to complainants and cases settled at the Financial Ombudsman Service.

The graphs show a significant increase in redress paid by the firms following the [High Court judgment, in April 2011, in favour of our PPI measures](#). Since the judgment, all firms should have been dealing with complaint backlogs built up during the legal proceedings, and new complaints received since the ruling.

Payment Protection Insurance cumulative redress paid since January 2011



Source: 2011 data from 16 firms which collectively had a 92% share of PPI complaints in the first half of 2011. 2012 data from 24 firms which collectively had a 96% share of all PPI complaints in 2011.

The data reported to us by firms includes ex-gratia payments made to complainants and cases settled at the Financial Ombudsman Service.

The graphs show a significant increase in redress paid by the firms following the [High Court judgment, in April 2011, in favour of our PPI measures](#). Since the judgment, all firms should have been dealing with complaint backlogs built up during the legal proceedings, and new complaints received since the ruling.