

Count of Case Number	Column Labels		
	2018	2019	Grand Total
Row Labels			
Abusive conduct	15	3	18
Adherence to service standards	3	2	5
Communication - Content		2	2
Communication - Frequency		1	1
Communications	1		1
Competition		2	2
Conduct of Investigators	3	7	10
Delay in assigning a case officer		2	2
Delay in processing application / Notification	15	7	22
Disclosure/Confidentiality	17	12	29
Failure to act on information	70	425	495
Failure to spot problem	11	274	285
FS Register		5	5
General Insurance and protection Policy	5		5
Handbook	3	7	10
Incorrect fees	9	7	16
Incorrect guidance / advice	51	20	71
Interview		4	4
Lack of / poor communication	94	60	154
Late returns admin fee	50	17	67
Late returns admin fee-Amount	3	1	4
Late returns admin fee-no system error	4	2	6
Level of fees	15	5	20
Other	98	113	211
Pension and Retirement Income Policy	7	4	11
Poor customer service	122	40	162
Process - Complaints		4	4
Process - Forms		1	1
Process - Timeline		5	5
Process - Website		1	1
Register error / problem	82	302	384
Retail Banking Policy	14	4	18
Retail Investment Policy		1	1
Retail Lending Policy	5	1	6
Service - Knowledge		2	2
Service - Support		2	2
Supervisory approach	152	8	160
System problem (CONNECT)	2	5	7
System problem (GABRIEL)	3	5	8
System problem (invoicing)	2		2
Unhappy with a regulatory decision	25	4	29
Unhappy with length of time	2	6	8
Unhappy with the process	117	156	273
Website	3	3	6
Wholesale Financial Markets Policy	4		4
Grand Total	1007	1532	2539