

Date: 10 May 2021

Our Ref: FOI8218

Dear

Freedom of Information: Right to know request

Thank you for your email of 9 April 2021, in which you asked:

"I have been reading the PPI final deadline report on the FCA website (<https://www.fca.org.uk/publication/ppi/payment-protection-insurance-complaints-deadline-final-report.pdf>).

There is a chart on Annex E titled 'Monthly PPI complaints before and during campaign'.

My request is whether I could have the raw data behind this chart i.e. the numbers of PPI complaints from Jan 2017 to Aug 2019."

We have processed your email in line with the provisions of the Freedom of Information Act 2000 (FOIA) and our response is below.

Where you have asked for 'raw data behind the chart in Annex E' we have taken that to mean you are asking for underlying data setting out the number of PPI complaints received each month covering the period before and after the PPI campaign. We can disclose that information to you in Annex A below.

Your right to complain under FOIA

If you are unhappy with this response, you have the right to request an internal review. To do so, please contact us within 40 working days of the date of this response at FreedomofInformationAppeals@fca.org.uk.

If you are not content with the outcome of the internal review, you also have a right of appeal to the Information Commissioner by phone or on their website at:

Telephone: 0303 123 1113

Website: www.ico.org.uk

Yours sincerely

Information Disclosure Team
Financial Conduct Authority

Annex A

The below tables set out the number of PPI complaints each month covering the period before and after the PPI campaign:

PPI	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
Monthly Complaints	194065	216261	264029	204266	235322	246136	266808	289432	342807	432701	479651	299658
Cumulative	194065	410326	674355	878621	1113943	1360079	1626887	1916319	2259126	2691827	3171478	3471136

PPI	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18
Monthly Complaints	390483	357967	337340	339539	354377	323109	325869	336855	288621	389032	334166	255039
Cumulative	3861619	4219586	4556926	4896465	5250842	5573951	5899820	6236675	6525296	6914328	7248494	7503533

PPI	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19
Monthly Complaints	345836	368461	419449	410998	473978	541902	793391	1065827
Cumulative	7849369	8217830	8637279	9048277	9522255	10064157	10857548	11923375