

## PPI MONTHLY DATA FORM: GUIDANCE NOTES

The form is to be used from 1 June 2017. It contains a number of calculations, please do not overtype these.

Please note the key at the bottom of the template showing those cells which contain formulae and which cells are for data entry.

| Ref            | Term  | Definitions/ Comments  |
|----------------|---|--|
|                |   | <ul style="list-style-type: none"> <li>• <b>Please do not adjust the template by adding rows and columns.</b></li> <li>• <b>All data should relate to complaints relating to PPI sales only (reported in the advising, selling and arranging category as per DISP 1.10 – see also PS17/3 p110, paragraph 2 of FCA response)</b></li> </ul>   |
| <b>Markets</b> |   |  |
|                | Markets   | <p>Types of PPI product associated with different types of credit product. We have identified the following main categories:</p> <ul style="list-style-type: none"> <li>• mortgage (excluding second charge);</li> <li>• second charge mortgage;</li> <li>• credit card (including store cards);</li> <li>• unsecured personal loan;</li> <li>• retail credit;</li> <li>• motor finance;</li> <li>• personal overdraft; and</li> <li>• other (please state in free text box, e.g. business loans)</li> </ul> |
| 0              | PPI Premium Type  | Please (where possible) separate the complaints data by premium payment method type and enter in the corresponding columns.  |
| <b>A</b>       | <b>Volume and penetration rate</b>                      |  |
| 1              | Number of PPI policies in issue at the end of the month | Please state the total number of PPI policies in issue at the end of the reporting month.  |
| 2              | Number of PPI policies sold during the month            | Please include any renewals and products sold by you (or intermediaries on your behalf), including any policies issued that are later cancelled. Please count a monthly renewable policy as one policy and report as at the first payment (i.e. not 12 if 12 monthly renewals in one year).  |

# Guidance notes to accompany Payment Protection Insurance: Monthly Data Form



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| Ref   | Term   | Definitions/ Comments   |
|---|--|---|
| 3   | Gross Written Premium (GWP)                                    | <p>The definition used in this row should be in accordance with the ABI SORP On Accounting for Insurance Business or in accordance with IFRS.</p> <p>In short: GWP = total premium paid by customer less Insurance Premium Tax (IPT).</p> |
| <p><i>The following sections relate to all complaints, both reactive and proactive (defined as the result of customer contact exercises, including root cause-driven consumer contact letters and the mailing to previously rejected mis-selling complainants in the scope of s.140 CCA).</i></p> <p><i>For the purposes of this form we ask firms to treat and report complaints about undisclosed commission by previously rejected complainants as <b>new complaints</b>. This does not change the primary reporting under DISP 1.10, in which firms should continue to treat these complaints as re-opened complaints.</i></p> <p><i>For the purposes of this form, <b>all</b> complaints rejected at Step 1 should be regarded and counted as progressing to Step 2 for consideration, even if some are then assessed as being out of scope of Step 2.</i></p> |  |   |
| <b>B</b>  | <b>PPI complaint volumes</b>                                   |   |
| 4   | Number of complaints outstanding at the beginning of the month | The total number of PPI complaints outstanding at the beginning of the reporting month.   |
| 5   | Number of complaints received during the month                 | The total number of PPI complaints received in the reporting month. This includes both complaints at Step 1 and complaints at Step 2-only.  |
| 6   | Number of complaints rejected – NO PPI                         | The number of complaints about PPI rejected as no PPI was sold with the finance product. If you do not include these complaints within the complaints received for the month, leave this cell as zero.                                    |
| 7   | Number of complaints closed for another reason                 | The number of complaints about PPI closed for a reason (e.g. complaint withdrawn) other than being upheld at Step 1 (line 8), upheld or rejected at Step 2 (lines 19 and 20), or for 'no PPI' being present (line 6).                     |
| <b>C</b>  | <b>PPI Step 1 complaints</b>                                   |   |
| 8   | Total number of complaints upheld at Step 1                    | <p>The total number of PPI complaints upheld and closed at Step 1 in the reporting month.</p> <p><i>This figure will be automatically calculated from the data provided below [row 9 + 10 + 11 + 12].</i></p>                             |
| 9   | Upheld at Step 1 and offered redress equivalent to a return of | The number of PPI complaints upheld at Step 1 in the reporting month where the amount of redress offered is equivalent to the total amount paid by the complainant  |

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|     | premium   | (as per DISP Appendix 3.7.3E & 3.7.4E).<br><br>Please also complete this field for upheld regular premium complaints where you have offered redress equal to a full premium refund (including simple interest).  |
| 10  | Upheld at Step 1 and offered comparative redress      | The number of complaints upheld at Step 1 in the reporting month about single premium products, where the redress offered reflects that the customer would have purchased an alternative regular premium policy (as per DISP Appendix 3.7.7E to 3.7.15E).  |
| 11  | Upheld at Step 1 and paid other redress               | The number of complaints upheld at Step 1 in the reporting month about PPI, where redress offered is not equivalent to return of premium or comparative redress (as per DISP Appendix 3.8).  |
| 12  | Upheld at Step 1 and paid no redress                  | The number of PPI complaints upheld at Step 1 in the reporting month where no redress is offered ([for example], as per DISP Appendix 3.7.1E), or if there has been no financial loss or if an alternative method (as per DISP App 3.8) has been offered that is not financial.  |
| 13  | Total number of complaints rejected at Step 1         | The total number of PPI complaints rejected at Step 1 in the reporting month.<br><br>All of these complaints should be regarded as progressing to Step 2 for consideration, even if some are then assessed as being out of scope of Step 2.<br><br><i>This figure will be automatically calculated from the data provided below [row 14 + 15].</i> |
| 14  | Rejected at Step 1 as not mis-sold                    | The number of PPI complaints rejected at Step 1 because they were assessed as not mis-sold, in the reporting month.  |
| 15  | Rejected at Step 1 as time barred or for other reason | The number of PPI complaints rejected at Step 1 because they were time barred or for another reason other than not mis-sold in the reporting month.<br><br>This does not include complaints from previously rejected mis-selling complainants, which are counted at Step 2 only.   |

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| Ref      | Term  | Definitions/ Comments  |
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| <b>D</b> | <b>PPI Step 2 complaints</b>  |  |
| 16       | Total number of decisions made at Step 2  | The total number of Step 2 decisions in the reporting month.<br><br><i>This figure will be automatically calculated from the data below [row 20 + 21].</i>   |
| 17       | Number of decisions on cases handled at Step 2 because complaint rejected at Step 1 | The number of PPI complaints considered and decisioned at Step 2 having also been considered but rejected at Step 1 (in this complaint handling process, i.e. not previously considered) in the reporting month.<br><br>This figure will usually total the same as the number of complaints rejected at Step 1 (line 13) and is included for data validation purposes. |
| 18       | Number of decisions on cases handled at Step 2 only                                 | The number of PPI complaints assessed at Step 2 only in the reporting month, including those as a result of the customer contact exercise to previously rejected complainants in scope of s.140, and complaints where the complainant has explicitly asked for Step 2 consideration only.  |
| 19       | Total number of complaints upheld at Step 2   | The total number of PPI complaints upheld at Step 2 in the reporting month.  |
| 20       | Total number of complaints rejected at step 2                                       | The total number of PPI complaints rejected at Step 2 in the reporting month.<br><br><i>The figure will be automatically calculated from the data provided below [row 21 + 22 + 23 + 24].</i>  |
| 21       | Rejected at Step 2 as complained about commission previously                        | The number of PPI complaints rejected at Step 2 in the reporting month because of previous complaint about commission.   |
| 22       | Rejected at Step 2 as out of scope of s.140   | The number of PPI complaints rejected at Step 2 in the reporting month as out of scope of s.140.   |
| 23       | Rejected at Step 2 as in scope of s.140 but not unfair relationship                 | The number of PPI complaints rejected at Step 2 in the reporting month as in scope of s.140 but assessed as not unfair relationship.   |
| 24       | Rejected at Step 2 as time barred or for other reason                               | The number of PPI complaints rejected at Step 2 in the reporting month as time barred or for a reason other than in lines 21-23 (whether or not in scope of s.140).  |

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| Ref      | Term  | Definitions/ Comments   |
|----------|---|---|
| <b>E</b> | <b>PPI redress paid</b>   |   |
| 25       | Total amount of redress paid to complainants during the month     | <p>The total amount of redress paid to complainants during the reporting month.</p> <p><b><i>This is a monetary figure and relates to redress actually paid, not offered.</i></b></p> <p><i>This figure will be automatically calculated from the data provided below [row 28 + 34 + 39]</i></p>  |
| 26       | Number of complaints the redress paid during the month relates to | <p>The total number of complaints that the redress paid (not offered) during the reporting month relates to.</p>  |
| 27       | Average Redress   | <p>The average redress figure for the reporting month.</p> <p><b><i>This is a monetary figure and relates to redress actually paid, not offered.</i></b></p> <p><i>This figure will be automatically calculated from the data provided above [row 25 / 26].</i></p>   |
| 28       | Total amount of redress paid at Step 1                            | <p>The total amount of redress paid in the reporting month in relation to complaints upheld at Step 1.</p> <p><b><i>This is a monetary figure and relates to redress actually paid, not offered.</i></b></p> <p><i>This figure will be automatically calculated from the data provided below [row 29 + 30 + 31].</i></p>  |
| 29       | Amount of redress paid equivalent to a full return of premium     | <p>The amount of redress paid in the reporting month in relation to complaints upheld at Step 1, where redress is the total amount paid by the complainant (as per DISP Appendix 3.7.3E &amp; 3.7.4E).</p> <p>Please also complete this field for upheld regular premium complaints where you have paid redress equal to a full premium refund (including simple interest).</p> <p><b><i>This is a monetary figure and relates to redress actually paid, not offered.</i></b></p> |
| 30       | Amount of redress paid as comparative redress                     | <p>The total amount of redress paid in the reporting month in relation to upheld complaints about single premium products upheld at Step 1, where redress reflects that the customer would have purchased an alternative regular premium policy (as per DISP Appendix 3.7.7E to 3.7.15E).</p>   |

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|     |  | <b><i>This is a monetary figure and relates to redress actually paid, not offered.</i></b>  |
| 31  | Amount of other redress paid, including partial return of premium                  | <p>The amount of redress paid in the reporting month in relation to complaints about PPI upheld at Step 1, where redress offered is not equivalent to full return of premium or comparative redress (as per DISP Appendix 3.8).</p> <p><b><i>This is a monetary figure and relates to redress actually paid, not offered.</i></b></p> |
| 32  | Number of complaints redressed at Step 1 that the relevant redress paid relates to | The number of complaints that the redress paid (not offered) during the reporting month on the basis of mis-sale relates to.  |
| 33  | Average redress at Step 1  | <p>The average amount of redress at Step 1 in the reporting month.</p> <p><b><i>This is a monetary figure and relates to redress actually paid, not offered.</i></b></p> <p><i>This figure will be automatically calculated from the data provided above [row 28 / 32].</i></p>   |
| 34  | Total amount of redress paid at step 2   | <p>The total amount of redress paid in the reporting month in relation to complaints upheld at Step 2.</p> <p><b><i>This is a monetary figure and relates to redress actually paid, not offered.</i></b></p> <p><i>The figure will be automatically calculated from the data provided below [row 35 + 36].</i></p>                    |
| 35  | Amount of redress paid equivalent to excess over 50%                               | <p>The amount of redress paid in the reporting month representing the excess over the 50% tipping point in relation to complaints upheld at Step 2.</p> <p><b><i>This is a monetary figure and relates to redress actually paid, not offered.</i></b></p>   |
| 36  | Amount of redress paid on basis other than excess over 50%                         | <p>The amount of redress paid in the reporting month not on the basis of excess over the 50% tipping point in relation to complaints upheld at Step 2.</p> <p><b><i>This is a monetary figure and relates to redress actually paid, not offered.</i></b></p>  |

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| 37       | Number of complaints redressed at Step 2 that the relevant redress paid relates to | The number of complaints that the redress paid (not offered) at Step 2 during the month relates to.   |
| 38       | Average redress at Step 2  | The average amount of redress at Step 2 in the reporting month.<br><br><b><i>This is a monetary figure and relates to redress actually paid, not offered.</i></b><br><br><i>This figure will be automatically calculated from the data provided above [row 34 / 38].</i>                                |
| 39       | Redress paid ex-gratia for rejected complaints                                     | The total amount of redress paid in the reporting month in ex-gratia payments to complainants in respect of rejected PPI complaints at either Step 1 or Step 2.<br><br><b><i>This is a monetary figure and relates to redress actually paid, not offered.</i></b>                                       |
| <b>F</b> | <b>Complaints closed</b>   |   |
| 40       | Number of complaints closed in the month (other than for 'No PPI')                 | The total number of PPI complaints closed in the reporting month, excluding 'No PPI' complaints. (See DISP 1.10.7R for the rules governing when a complaint is considered to be closed).<br><br><i>This figure will be automatically calculated from the data provided above [row 7 + 8 + 19 + 20].</i> |
| 41       | Number of complaints outstanding at the end of the month                           | The total number of PPI complaints outstanding at the end of the reporting month.<br><br><i>This figure will be automatically calculated from the data provided above [row 4 + 5 – 40 - 6].</i>   |
| 42       | Number of complaints open after more than 8 weeks                                  | The total number of PPI complaints that have not been issued with a final response (as per DISP 1.6.2R (1)) and remain open after more than 8 weeks.  |
| <b>G</b> | <b>FOS cases</b>   |   |
| 43       | Total number of complaints referred to FOS in month                                | The total number of PPI complaints referred to FOS in the reporting month.  |
| 44       | Total number of FOS PPI complaint decisions in month                               | The total number of PPI final decisions received from FOS in the reporting month. This relates to the final decision received, be it from an adjudicator which is not challenged by either the firm or the complainant, or a  |



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| Ref | Term   | Definitions/ Comments   |
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|     |  | final decision from an Ombudsman.   |
| 45  | Total number of FOS decisions changing decision in favour of the consumer in month | The total number of FOS final decisions received in the reporting month changing in favour of the consumer.<br><br><i>This figure will be automatically calculated from the data provided below [row 46 + 47 +48 + 49].</i> |
| 46  | Number of FOS decisions changing Step 1 decision in favour of the consumer         | The number of FOS final decisions received in the reporting month changing the firm's original assessment at Step 1 in favour of the consumer.  |
| 47  | Number of FOS decisions changing redress offered at Step 1                         | The number of FOS decisions received in the reporting month where the FOS changes the redress sum on the basis of Step 1 decision.  |
| 48  | Number of FOS decisions changing Step 2 decision in favour of the consumer         | The number of FOS decisions received in the reporting month changing the firm's original assessment at Step 2 in favour of the consumer.  |
| 49  | Number of FOS decisions changing redress offered at Step 2                         | The number of FOS decisions received in the reporting month where the FOS changes the redress sum on the basis of Step 2 decision.  |
| 50  | Number of FOS decisions changing complaint outcome for other reason                | The number of FOS decisions received in the reporting month where the FOS changes the complaint outcome for a reason not covered in rows 46-49.   |
|     | Free text comments   | Please use this text box to provide explanations to the figures you are giving if you feel this is appropriate.   |