

GRG Complaints - Progress report Fri 3-Jul-2020

Current period			
Fri 3-Jul			
Complaint Summary			
Complaints received and outcome letters sent	2,693		
Of which eligible to appeal	2,421		
Customer outcomes			
All allegations upheld	49		
Some allegations upheld	1,334		
Apology only	78		
No allegations upheld - eligible to appeal	792		
No allegations upheld - not eligible to appeal	117		
Case closed no investigation required	323		
Total	2,693		
Analysis of outcome letters sent			
Customer not yet responded	113		
Appeals under review ⁽¹⁾	125		
No offer made	1,151		
Outcome accepted	841		
Outcome lapsed	463		
Total	2,693		
		Appeals Summary: ⁽²⁾	
		Appeals made to date	1006
		Appeals Under Review	122
		Referred back to Bank	3
		Appeal Outcome Letter Sent	881
Current period			
Fri 3-Jul			
Change on prior period			
Fri 29-May			
% Complete			
Consequential Loss Summary			
CL claims received	217	19	
CL claims reviewed	183	14	84%
Decisions made	178	13	82%
Letters Sent	174	20	80%
Analysis of Consequential Loss letters sent			
Customer not yet responded	29		
Appeals under review	36		
No offer made	53		
Outcome accepted	52		
Outcome lapsed	4		
Total	174		
		Appeals Summary: ⁽²⁾	
		Appeals made to date	51
		Appeals Under Review	36
		Appeal Outcome Letter Sent	15

- Note 1: Includes referred back to the Bank.

- Note 2: Appeal numbers have been produced by the Bank and are not reconciled with the ITP, and may therefore be subject to change.

GRG Complaints - Outcome & Offer Analysis Fri 3-Jul-2020

Key Allegation:	Bank Review - Allegations						ITP Review - Appeals					TOTAL
	No. of Allegations	%	No. of Upheld Allegations	%	Direct Loss Offers, including refunds and applicable AFR payment	Total Redress (Including the balance of AFR Payments for the Outcome Population)	No. of Appeal Decisions	%	No. of Upheld Appeal Decisions	%	Incremental Redress following Appeal	Consolidated Redress (Bank Review + Appeal)
Communication about the transfer	754	3%	344	46%	£149,020	£149,020	168	3%	15	9%	£0	£149,020
Incorrectly placed into GRG	1,412	6%	50	4%	£118,228	£118,228	370	7%	8	2%	£0	£118,228
Delay in return to mainstream	299	1%	25	8%	£21,500	£21,500	68	1%	3	4%	£0	£21,500
TRANSFER IN/OUT	2,465	11%	419	17%	£288,748	£288,748	606	11%	26	4%	£0	£288,748
Margins	2,618	11%	489	19%	£5,730,950	£5,730,950	527	10%	34	6%	£413,060	£6,144,011
Arrangement Fees	3,415	15%	1246	36%	£6,330,731	£6,330,731	651	12%	59	9%	£171,404	£6,502,136
AFR:	1,897	8%	1,176	62%	£24,584,834	£63,270,647	357	7%	44	12%	£137,442	£63,408,088
Complex Fees	1,494	6%	965	65%	£15,855,215	£40,673,438	234	4%	23	10%	£12,681	£40,686,119
EPA	77	0%	36	47%	£1,732,052	£2,857,106	20	0%	5	25%	£44,324	£2,901,430
PPFA	326	1%	175	54%	£6,997,567	£19,740,103	103	2%	16	16%	£80,437	£19,820,539
PRICING	7,930	34%	2,911	37%	£36,646,516	£75,332,328	1,535	29%	137	9%	£721,906	£76,054,235
VALUATIONS	724	3%	65	9%	£226,454	£226,454	198	4%	13	7%	£15,380	£241,834
WEST REGISTER	70	0%	8	11%	£164,654	£164,654	30	1%	4	13%	£0	£164,654
Introduction of (and/or fees from) a third party	1,794	8%	385	21%	£1,437,907	£1,437,907	449	8%	56	12%	£111,440	£1,549,347
New advisor/management imposed	246	1%	17	7%	£293,139	£293,139	43	1%	4	9%	£0	£293,139
Forced sale of an asset	1,123	5%	10	1%	£104,047	£104,047	280	5%	7	3%	£2,988	£107,035
Forced into Insolvency	292	1%	1	0%	£10,000	£10,000	73	1%	1	1%	£0	£10,000
Other unfair treatment	3,105	13%	390	13%	£734,004	£734,004	876	16%	50	6%	£64,321	£798,325
UNFAIR TREATMENT - ACTIONS	6,560	28%	803	12%	£2,579,097	£2,579,097	1721	32%	118	7%	£178,749	£2,757,846
Unreasonable repayment demands	1,642	7%	112	7%	£292,264	£292,264	357	7%	21	6%	£149,345	£441,609
Unsatisfactory restructuring proposals	2,485	11%	301	12%	£544,921	£544,921	294	6%	34	12%	£26,065	£570,986
Other	436	2%	33	8%	£101,601	£101,601	335	6%	12	4%	£0	£101,601
PROVISION OF FINANCE	4,563	20%	446	10%	£938,786	£938,786	986	19%	67	7%	£175,410	£1,114,196
RM BEHAVIOUR	998	4%	94	9%	£169,522	£169,522	252	5%	19	8%	£0	£169,522
8% simple interest on above Offers					£13,324,606	£13,324,606					£585,913	£13,910,519
ALLEGATIONS CONSIDERED	23,310	100%	4,746	20%	£54,338,383	£93,024,195	5,328	100%	384	7%	£1,677,358	£94,701,553

- The offers in respect of upheld Complex Fee, EPA and PPFA complaints includes £17,555,442 already offered under the Automatic Fee Refund (AFR) process.
- Each complaint is themed into allegations which are then individually assessed. The 23,310 allegations relate to 2,693 complaints.
- The average value of an offer across the 923 complaints to get a monetary offer is £60,689.
- The 5,328 appeal decisions relate to 881 appeal outcomes.
- The average value of an appeal outcome across the 122 appellants to get a monetary offer is £13,749.

GRG Complaints - Consequential Loss Claim Analysis Fri 3-Jul-2020

	Claim			Decision					ITP Review - Appeals					TOTAL
Claim Type:	No. of Claim Types	%	Amount Claimed	In Progress	Accepted in Full	Accepted but different Amount	Not Accepted	Amount Offered	No. of Appeal Decisions	%	No. of Upheld Appeal Decisions	%	Incremental Redress following Appeal	Consolidated CL Redress (Bank Review + Appeal)
Loss of profit / Lost opportunity	176	18%	£100,359,842	36	-	4	136	£410,788	2	5%	0	0%	£0	£410,788
Asset disposal	116	12%	£70,280,136	17	-	6	93	£226,025	13	30%	0	0%	£0	£226,025
Increased cost of borrowing	178	18%	£14,464,213	22	4	13	139	£547,568	5	12%	0	0%	£0	£547,568
Legal & professional fees	243	25%	£4,834,015	40	26	53	124	£656,132	6	14%	0	0%	£0	£656,132
Tax differential	23	2%	£341,738	10	3	-	10	£9,634	0	0%	0	0%	£0	£9,634
Claim preparation fees	98	10%	£1,982,512	24	20	25	29	£196,709	4	9%	0	0%	£0	£196,709
Wasted management time	51	5%	£2,174,945	5	-	6	40	£121,252	2	5%	0	0%	£0	£121,252
Physical inconvenience / loss of amenity	57	6%	£2,111,465	10	-	-	47	£43,000	4	9%	0	0%	£0	£43,000
Claim from a guarantor	21	2%	£1,301,963	2	-	2	17	£18,142	7	16%	0	0%	£0	£18,142
CLAIM TYPES CONSIDERED	963	100%	£197,850,829	166	53	109	635	£2,229,250	43	100%	0	0%	£0	£2,229,250

- Each claim is categorised into claim types. The 963 claim types relate to 217 claims received.
- The average value of claims received is £911,755.
- The average value of an offer across the 102 claims to get a monetary offer is £21,855.