

GRG Complaints - Progress report Fri 27-Sep-2019

<u>Complaint Summary</u>	Current period	Change on prior period	% Complete
Complaint stage ⁽¹⁾	Fri 27-Sep	Fri 30-Aug	
1.1 Complaints received	2,686		
Of which eligible to appeal	2,415		
2.1 Preliminary reviews completed	2,686	2	100%
3.1 Initial files built	2,685	2	99%
3.2 Cases reviewed	2,481	105	92%
4.1 Decisions made	2,389	116	89%
4.2 Letters drafted	2,351	127	88%
4.2 Letters sent	2,302	128	86%
Analysis of outcome letters sent			
Customer not yet responded	332		
Appeals under review ⁽²⁾	230		
No offer made	902		
Outcome accepted	593		
Outcome lapsed	245		
Total	<u>2,302</u>		
Customer outcomes			
All allegations upheld	48		
Some allegations upheld	1,081		
Apology only	63		
No allegations upheld - eligible to appeal	700		
No allegations upheld - not eligible to appeal	100		
Case closed no investigation required	310		
Total	<u>2,302</u>		
Appeals Summary: ⁽³⁾			
		Appeals made to date	706
		Appeals Under Review	202
		Referred back to Bank	28
		Appeal Outcome Letter Sent	476
<u>Consequential Loss Summary</u>	Current period		% Complete
Stages:	Fri 27-Sep		
CL claims received	99		
CL claims reviewed	44		44%
Decisions made	41		41%
Letters Sent	40		40%
Analysis of Consequential Loss letters sent			
Customer not yet responded	8		
Appeals under review	6		
No offer made	9		
Outcome accepted	17		
Outcome lapsed	-		
Total	<u>40</u>		

- Note 1: Complaint stage numbers relate to stages in the Customer Journey below.

- Note 2: Includes referred back to the Bank.

- Note 3: 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 27-Sep-2019

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	571	3%	240	42%	£110,035	£110,035	97	4%	11	11%	£0	£110,035
Incorrectly placed into GRG	1,019	6%	45	4%	£113,728	£113,728	192	7%	2	1%	£0	£113,728
Delay in return to mainstream	178	1%	20	11%	£16,500	£16,500	39	1%	1	3%	£0	£16,500
TRANSFER IN/OUT	1,768	10%	305	17%	£240,263	£240,263	328	12%	14	4%	£0	£240,263
Margins	1,944	11%	362	19%	£4,066,117	£4,066,117	242	9%	16	7%	£235,952	£4,302,069
Arrangement Fees	2,771	15%	995	36%	£5,209,321	£5,209,321	353	13%	37	10%	£148,879	£5,358,200
AFR:	1,535	8%	924	60%	£21,284,831	£55,102,591	185	7%	29	16%	£26,270	£55,128,861
Complex Fees	1,221	7%	770	63%	£13,299,014	£35,319,108	128	5%	17	13%	£0	£35,319,108
EPA	48	0%	19	40%	£1,597,056	£2,079,038	10	0%	2	20%	£7,142	£2,086,180
PPFA	266	1%	135	51%	£6,388,761	£17,704,445	47	2%	10	21%	£19,128	£17,723,572
PRICING	6,250	34%	2,281	36%	£30,560,268	£64,378,028	780	28%	82	11%	£411,101	£64,789,129
VALUATIONS	501	3%	46	9%	£102,397	£102,397	81	3%	2	2%	£2,150	£104,547
WEST REGISTER	51	0%	6	12%	£164,654	£164,654	13	0%	0	0%	£0	£164,654
Introduction of (and/or fees from) a third party	1,499	8%	272	18%	£1,171,153	£1,171,153	256	9%	41	16%	£81,920	£1,253,073
New advisor/management imposed	181	1%	16	9%	£287,139	£287,139	24	1%	1	4%	£0	£287,139
Forced sale of an asset	894	5%	9	1%	£99,047	£99,047	148	5%	1	1%	£0	£99,047
Forced into Insolvency	223	1%	1	0%	£5,000	£5,000	45	2%	1	2%	£0	£5,000
Other unfair treatment	2,451	13%	301	12%	£430,980	£430,980	441	16%	20	5%	£16,051	£447,031
UNFAIR TREATMENT - ACTIONS	5,248	29%	599	11%	£1,993,320	£1,993,320	914	33%	64	7%	£97,971	£2,091,291
Unreasonable repayment demands	1,343	7%	100	7%	£280,389	£280,389	175	6%	8	5%	£145,000	£425,389
Unsatisfactory restructuring proposals	1,885	10%	221	12%	£483,746	£483,746	163	6%	21	13%	£26,065	£509,811
Other	370	2%	26	7%	£89,045	£89,045	178	6%	5	3%	£0	£89,045
PROVISION OF FINANCE	3,598	20%	347	10%	£853,181	£853,181	516	19%	34	7%	£171,065	£1,024,246
RM BEHAVIOUR	787	4%	72	9%	£128,805	£128,805	139	5%	10	7%	£0	£128,805
<i>8% simple interest on above Offers</i>					£10,583,267	£10,583,267					£299,060	£10,882,327
ALLEGATIONS CONSIDERED	18,203	100%	3,656	20%	£44,626,155	£78,443,915	2,771	100%	206	7%	£981,347	£79,425,262

- The offers in respect of upheld Complex Fee, EPA and PPFA complaints includes £14,965,121 already offered under the Automatic Fee Refund (AFR) process.
- Each complaint is themed into allegations which are then individually assessed. The 18,203 allegations relate to 2,302 complaints.
- The average value of an offer across the 788 complaints to get a monetary offer is £57,878.
- The 2,771 appeal decisions relate to 476 appeal outcomes.
- The average value of an appeal outcome across the 72 appellants to get a monetary offer is £13,630.

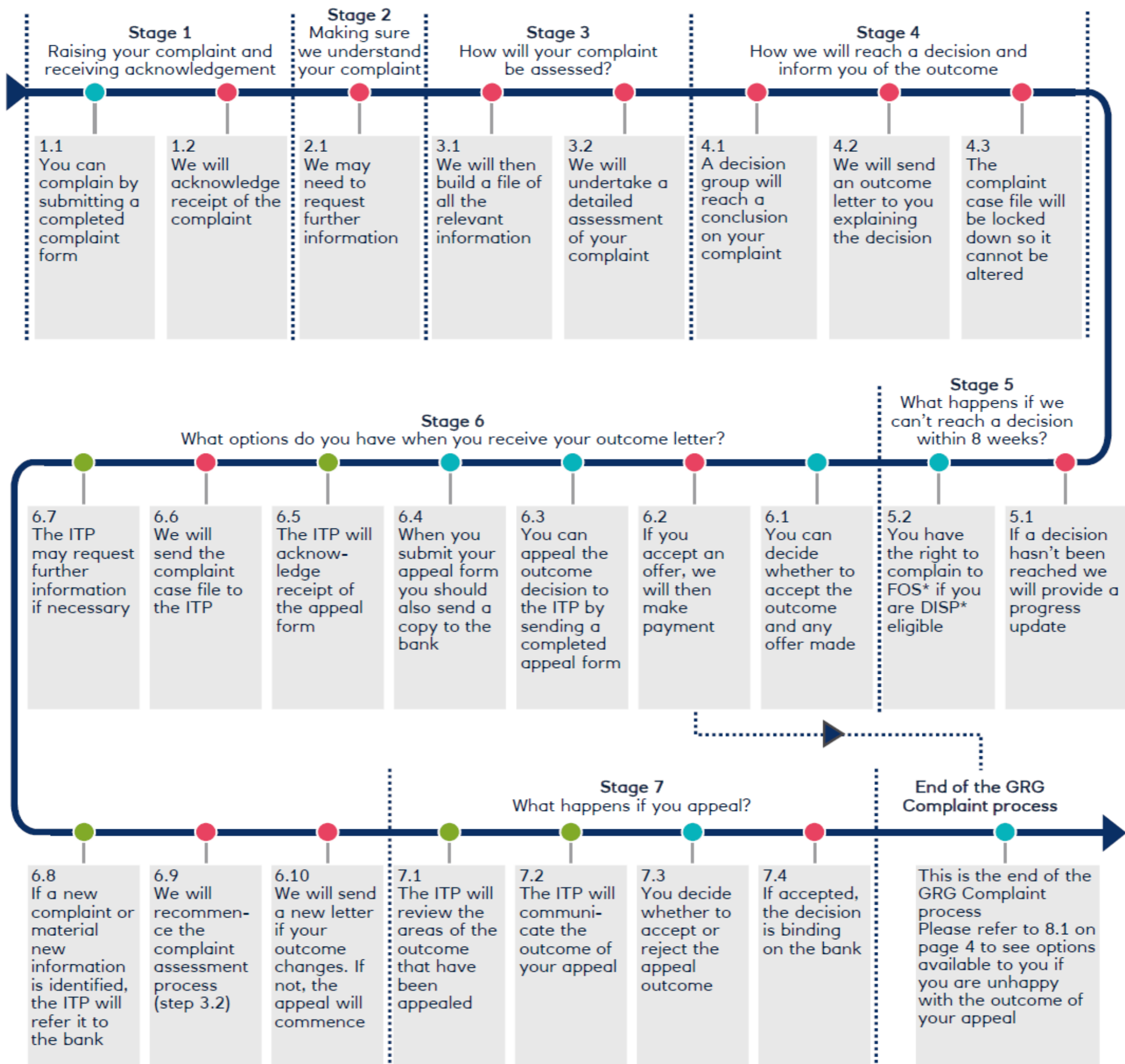
GRG Complaints - Consequential Loss Claim Analysis Fri 27-Sep-2019

Claim Type:	Claim			Decision				Offer
	No. of Claim Types	%	Amount Claimed	In Progress	Accepted in Full	Accepted but different Amount	Rejected	Amount Offered
Stress	10	3%	£160,577	5	-	-	5	£0
Loss of profit / Lost opportunity	46	16%	£26,667,672	31	-	1	14	£153,536
Asset disposal	46	16%	£39,957,351	30	-	4	12	£98,686
Increased cost of borrowing	53	19%	£6,616,587	42	1	3	7	£28,441
Legal & professional fees	70	24%	£1,881,098	42	4	11	13	£47,581
Tax differential	10	3%	£468,569	7	-	-	3	£0
Claim preparation fees	20	7%	£91,417	12	3	3	2	£7,950
Wasted management time	20	7%	£1,850,013	12	-	1	7	£16,601
Physical inconvenience / loss of amenity	0	0%	£0	-	-	-	-	£0
Claim from a guarantor	12	4%	£307,668	1	-	-	11	£0
<i>8% simple interest on claims</i>			£167,226					£79,647
CLAIM TYPES CONSIDERED	287	100%	£78,168,177	182	8	23	74	£432,442

- Each claim is categorised into claim types. The 287 claim types relate to 99 claims received.
- The average value of claims received is £789,578.
- The average value of an offer across the 31 claims to get a monetary offer is £13,950.

Overview of the customer journey through the new GRG complaints process

● Customer ● Bank ● Independent Third Party (ITP)



* For customers in the Republic of Ireland, it will be the Financial Services and Pensions Ombudsman (FSPO) if you are an eligible consumer