

GRG Complaints - Progress report Fri 3-Jan-2020

<u>Complaint Summary</u>	Current period	Change on prior period	% Complete
Complaint stage⁽¹⁾	Fri 3-Jan	Fri 29-Nov	
1.1 Complaints received	2,693		
Of which eligible to appeal	2,421		
2.1 Preliminary reviews completed	2,693	0	100%
3.1 Initial files built	2,693	0	100%
3.2 Cases reviewed	2,693	0	100%
4.1 Decisions made	2,693	43	100%
4.2 Letters drafted	2,693	75	100%
4.2 Letters sent	2,693	118	100%
Analysis of outcome letters sent			
Customer not yet responded	353		
Appeals under review ⁽²⁾	273		
No offer made	1,034		
Outcome accepted	709		
Outcome lapsed	324		
Total	<u>2,693</u>		
Customer outcomes			
All allegations upheld	51		
Some allegations upheld	1,314		
Apology only	79		
No allegations upheld - eligible to appeal	801		
No allegations upheld - not eligible to appeal	117		
Case closed no investigation required	331		
Total	<u>2,693</u>		
Appeals Summary: ⁽³⁾			
		Appeals made to date	861
		Appeals Under Review	245
		Referred back to Bank	28
		Appeal Outcome Letter Sent	588
Consequential Loss Summary			
Stages:			
CL claims received	143	13	
CL claims reviewed	55	4	38%
Decisions made	54	4	38%
Letters Sent	52	5	36%
Analysis of Consequential Loss letters sent			
Customer not yet responded	7		
Appeals under review	8		
No offer made	13		
Outcome accepted	23		
Outcome lapsed	1		
Total	<u>52</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 3-Jan-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	751	3%	341	45%	£148,020	£148,020	119	3%	12	10%	£0	£148,020
Incorrectly placed into GRG	1,404	6%	48	3%	£118,228	£118,228	236	7%	2	1%	£0	£118,228
Delay in return to mainstream	296	1%	25	8%	£21,500	£21,500	49	1%	3	6%	£0	£21,500
TRANSFER IN/OUT	2,451	11%	414	17%	£287,748	£287,748	404	12%	17	4%	£0	£287,748
Margins	2,599	11%	479	18%	£5,672,255	£5,672,255	311	9%	20	6%	£332,365	£6,004,620
Arrangement Fees	3,409	15%	1243	36%	£6,380,171	£6,380,171	449	13%	47	10%	£157,614	£6,537,786
AFR:	1,887	8%	1,169	62%	£24,570,239	£63,153,496	226	6%	32	14%	£36,602	£63,190,098
Complex Fees	1,487	6%	960	65%	£15,874,465	£40,590,133	157	4%	19	12%	£10,332	£40,600,465
EPA	76	0%	36	47%	£1,732,052	£2,857,106	11	0%	2	18%	£7,142	£2,864,248
PPFA	324	1%	173	53%	£6,963,722	£19,706,257	58	2%	11	19%	£19,128	£19,725,385
PRICING	7,895	34%	2,891	37%	£36,622,665	£75,205,923	986	28%	99	10%	£526,581	£75,732,504
VALUATIONS	699	3%	54	8%	£208,654	£208,654	102	3%	4	4%	£4,550	£213,204
WEST REGISTER	69	0%	8	12%	£164,654	£164,654	14	0%	0	0%	£0	£164,654
Introduction of (and/or fees from) a third party	1,788	8%	382	21%	£1,412,386	£1,412,386	313	9%	43	14%	£85,115	£1,497,501
New advisor/management imposed	242	1%	17	7%	£293,139	£293,139	33	1%	1	3%	£0	£293,139
Forced sale of an asset	1,115	5%	10	1%	£104,047	£104,047	190	5%	3	2%	£0	£104,047
Forced into Insolvency	289	1%	1	0%	£10,000	£10,000	56	2%	1	2%	£0	£10,000
Other unfair treatment	3,031	13%	386	13%	£601,902	£601,902	579	17%	32	6%	£16,191	£618,093
UNFAIR TREATMENT - ACTIONS	6,465	28%	796	12%	£2,421,475	£2,421,475	1171	33%	80	7%	£101,306	£2,522,781
Unreasonable repayment demands	1,638	7%	111	7%	£292,264	£292,264	232	7%	15	6%	£149,245	£441,509
Unsatisfactory restructuring proposals	2,459	11%	295	12%	£537,649	£537,649	193	6%	22	11%	£26,065	£563,715
Other	430	2%	33	8%	£93,319	£93,319	225	6%	9	4%	£0	£93,319
PROVISION OF FINANCE	4,527	20%	439	10%	£923,232	£923,232	650	19%	46	7%	£175,310	£1,098,542
RM BEHAVIOUR	981	4%	92	9%	£169,522	£169,522	170	5%	12	7%	£0	£169,522
<i>8% simple interest on above Offers</i>					£13,144,949	£13,144,949					£377,529	£13,522,478
ALLEGATIONS CONSIDERED	23,087	100%	4,694	20%	£53,942,899	£92,526,156	3,497	100%	258	7%	£1,185,276	£93,711,433

- The offers in respect of upheld Complex Fee, EPA and PPFA complaints includes £17,650,392 already offered under the Automatic Fee Refund (AFR) process.
- Each complaint is themed into allegations which are then individually assessed. The 23,087 allegations relate to 2,693 complaints.
- The average value of an offer across the 917 complaints to get a monetary offer is £60,118.
- The 3,497 appeal decisions relate to 588 appeal outcomes.
- The average value of an appeal outcome across the 89 appellants to get a monetary offer is £13,318.

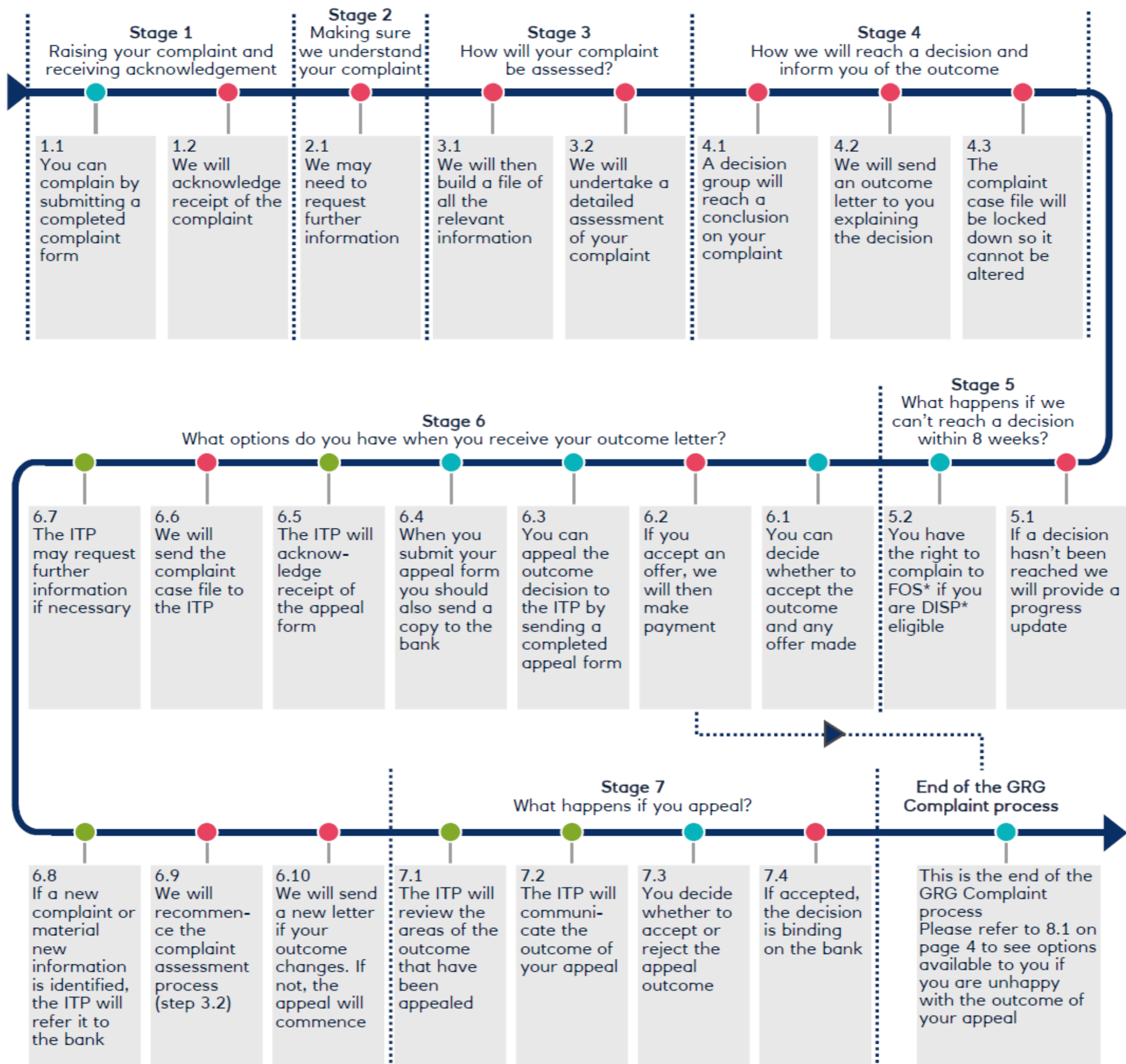
GRG Complaints - Consequential Loss Claim Analysis Fri 3-Jan-2020

Claim Type:	Claim			Decision				Offer
	No. of Claim Types	%	Amount Claimed	In Progress	Accepted in Full	Accepted but different Amount	Rejected	Amount Offered
Stress	19	4%	£1,879,208	10	-	-	9	£0
Loss of profit / Lost opportunity	81	17%	£71,011,663	57	-	1	23	£216,639
Asset disposal	75	16%	£53,859,457	49	-	4	22	£98,686
Increased cost of borrowing	81	17%	£12,916,914	65	1	4	11	£29,038
Legal & professional fees	108	23%	£4,161,031	70	5	13	20	£54,252
Tax differential	16	3%	£559,905	11	2	-	3	£9,634
Claim preparation fees	38	8%	£772,656	24	7	3	4	£11,550
Wasted management time	29	6%	£2,103,355	21	-	1	7	£16,601
Physical inconvenience / loss of amenity	0	0%	£0	-	-	-	-	£0
Claim from a guarantor	21	4%	£1,308,355	8	-	-	13	£0
<i>8% simple interest on claims</i>			£4,960,024					£80,810
CLAIM TYPES CONSIDERED	468	100%	£153,532,566	315	15	26	112	£517,209

- Each claim is categorised into claim types. The 468 claim types relate to 143 claims received.
- The average value of claims received is £1,073,654.
- The average value of an offer across the 29 claims to get a monetary offer is £17,835.

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