

GRG Complaints - Progress report Fri 10-Aug-2018

Complaint stage ⁽¹⁾	Current period	Change on prior period	% Complete
	Fri 10-Aug	Fri 3-Aug	
1.1 Complaints received	1,494	25	
Of which eligible to appeal	1,313	18	
2.1 Preliminary reviews completed	1,382	10	93%
3.1 Initial files built	1,338	15	90%
3.2 Cases reviewed	1,027	15	69%
4.1 Decisions made	944	15	63%
4.2 Letters drafted	929	15	62%
4.2 Letters sent	865	17	58%

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

Analysis of outcome letters sent

Customer not yet responded	182	Appeals Summary: ⁽³⁾ Appeals made to date 214 Appeals Under Review 134 Referred back to Bank 14 Appeal Outcome Letter Sent 66 - Of which: Outcome accepted 8
Appeals under review ⁽²⁾	148	
No response required	181	
Outcome accepted	158	
Outcome lapsed	196	
Total	865	

- Note 2: Includes 14 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.

Customer outcomes

All allegations upheld	23
Some allegations upheld	367
Apology only	22
No allegations upheld - eligible to appeal	275
No allegations upheld - not eligible to appeal	47
Case closed no investigation required	131
Total	865

GRG Complaints - Outcome & Offer Analysis Fri 10-Aug-2018

Key Allegation:	Bank Review - Allegations						ITP Review - Appeals					TOTAL
	No. of Allegations *6	%	No. of Upheld Allegations *6	%	Direct Loss Offers, including applicable AFR payment *1	Total Redress (Including the balance of AFR Payments for the Outcome Population)	No. of Appeal Decisions *6	%	No. of Upheld Appeal Decisions *6	%	Incremental Redress following Appeal *7	Consolidated Redress (Bank Review + Appeal)
Communication about the transfer	199	4%	79	40%	£35,000	£35,000	5	2%	0	0%	£0	£35,000
Incorrectly placed into GRG	314	6%	22	7%	£55,838	£55,838	24	11%	1	4%	£0	£55,838
Delay in return to mainstream	41	1%	11	27%	£0	£0	0	0%	0	0%	£0	£0
TRANSFER IN/OUT	554	10%	112	20%	£90,838	£90,838	29	13%	1	3%	£0	£90,838
Pricing - Fees	1,279	23%	560	44%	£5,822,282	£17,249,098	21	9%	9	43%	£27,257	£17,276,355
Pricing - Margins	491	9%	86	18%	£759,470	£759,470	18	8%	1	6%	£495	£759,965
Pricing - EPA	10	0%	0	0%	£0	£0	3	1%	1	33%	£4,142	£4,142
Pricing - PPFA	90	2%	34	38%	£2,411,391	£7,011,183	5	2%	1	20%	£0	£7,011,183
PRICING	1,870	34%	680	36%	£8,993,144	£25,019,751	47	21%	12	26%	£31,894	£25,051,645
VALUATIONS	126	2%	22	17%	£33,368	£33,368	3	1%	0	0%	£0	£33,368
WEST REGISTER	8	0%	1	13%	£0	£0	0	0%	0	0%	£0	£0
Introduction of (and/or fees from) a third party	469	8%	65	14%	£256,769	£256,769	28	12%	3	11%	£9,120	£265,890
New advisor/management imposed	37	1%	7	19%	£148,033	£148,033	1	0%	0	0%	£0	£148,033
Forced sale of an asset	241	4%	5	2%	£58,700	£58,700	20	9%	1	5%	£0	£58,700
Forced into Insolvency	75	1%	0	0%	£0	£0	2	1%	0	0%	£0	£0
Other unfair treatment	895	16%	142	16%	£301,935	£301,935	35	15%	2	6%	£0	£301,935
UNFAIR TREATMENT - ACTIONS	1,717	31%	219	13%	£765,437	£765,437	86	38%	6	7%	£9,120	£774,558
Unreasonable repayment demands	415	7%	30	7%	£55,650	£55,650	13	6%	2	15%	£5,000	£60,650
Unsatisfactory restructuring proposals	439	8%	60	14%	£194,984	£194,984	14	6%	3	21%	£0	£194,984
Other	163	3%	25	15%	£29,661	£29,661	17	7%	1	6%	£0	£29,661
PROVISION OF FINANCE	1,017	18%	115	11%	£280,295	£280,295	44	19%	6	14%	£5,000	£285,295
RM BEHAVIOUR	248	4%	8	3%	£10,000	£10,000	19	8%	2	11%	£0	£10,000
<i>8% simple interest on above Offers</i>					£2,145,791	£2,145,791					*4	£2,145,791
ALLEGATIONS CONSIDERED	5,540	*2 100%	1,157	21%	£12,318,873	£28,345,480	228	*5 100%	27	12%	£46,015	£28,391,495

* Note 1: The offers in respect of upheld Pricing complaints includes £4,766,527 already offered under the Automatic Fee Refund (AFR) process.

* Note 2: Each complaint is themed into allegations which are then individually assessed. The 5,540 allegations relate to 865 complaints/letters, therefore on average c. 6.4 allegations per complaint.

* Note 3: Average offer value, including post-appeal, to date is £40,674 across 304 complaints.

* Note 4: Interest payable on 'Incremental Redress following Appeal' is included in the values above, by Key Allegation type.

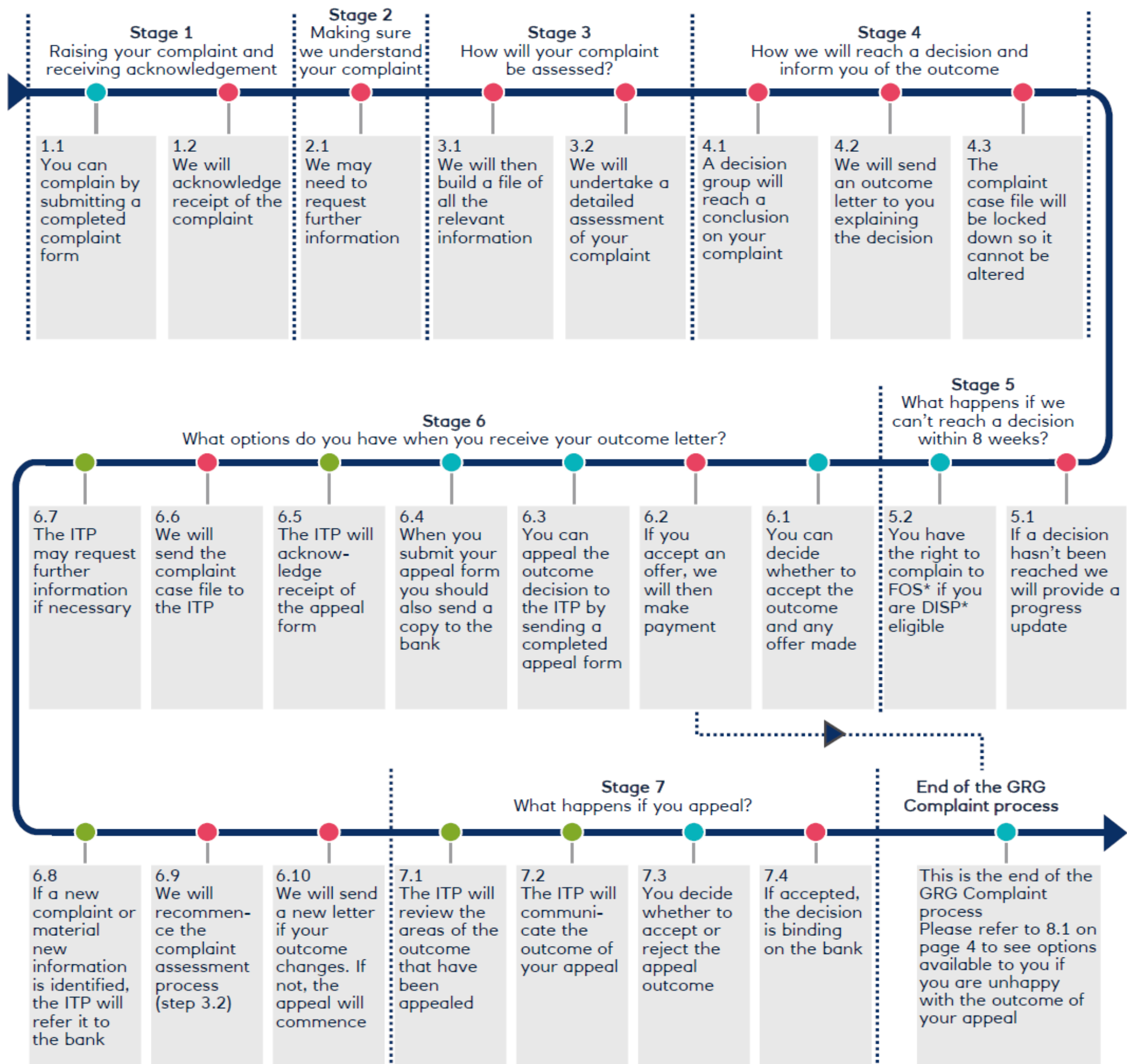
* Note 5: The 228 appeal decisions relate to 66 appeal outcomes, therefore an average of circa 3.5 appeal decisions per appeal outcome.

* Note 6: Bank Reviews are reported as a count of allegations and ITP Reviews as a count of appeal outcomes. One allegation may not necessarily compare to one appeal outcome, and vice-versa.

* Note 7: Appeal redress numbers have been produced by the Bank and are not reconciled with the ITP, and may therefore be subject to change.

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