

GRG Complaints - Progress report Fri 18-May-2018

Complaint stage	Current period	Change on prior period	% Complete
	Fri 18-May	Fri 11-May	
1.1 Complaints received	1308	19	
Of which eligible to appeal	1155	17	
2.1 Preliminary reviews completed	1245	22	95%
3.1 Initial files built	1160	28	89%
3.2 Cases reviewed	809	24	62%
4.1 Decisions made	735	32	56%
4.2 Letters drafted	711	36	54%
4.2 Letters sent	631	32	48%

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

Analysis of initial outcome letters sent

No response required	139
Offer lapsed	92
Offer accepted	94
Customer not yet responded	189
Complaint appealed to ITP	117
Total	631

Customer outcomes

All allegations upheld	13
Some allegations upheld	234
Apology only	13
No allegations upheld - eligible to appeal	220
No allegations upheld - not eligible to appeal	40
Case closed no investigation required	111
Total	631

GRG Allegations - Outcome & Offer Analysis Fri 18-May-2018

Key Allegation:	No	%	Uphold No.	%	Direct Loss Offers, including applicable AFR payment *1	Balance of AFR Payments relating to the total Outcome Population	Total
Communication about the transfer	116	3%	42	36%	£5,000		£5,000
Incorrectly placed into GRG	202	6%	12	6%	£28,488		£28,488
Delay in return to mainstream	27	1%	7	26%	£0		£0
TRANSFER IN/OUT	345	10%	61	18%	£33,488		£33,488
Pricing - Fees	817	24%	327	40%	£3,749,426	£8,781,688	£12,531,114
Pricing - Margins	338	10%	53	16%	£631,346		£631,346
Pricing - EPA	8	0%	0	0%	£0		£0
Pricing - PPFA	47	1%	11	23%	£380,561	£3,801,407	£4,181,968
PRICING	1210	35%	391	32%	£4,761,332	£12,583,095	£17,344,428
VALUATIONS	75	2%	10	13%	£20,768		£20,768
WEST REGISTER	5	0%	0	0%	£0		£0
Introduction of (and/or fees from) a third party	303	9%	41	14%	£180,622		£180,622
New advisor/management imposed	29	1%	4	14%	£138,033		£138,033
Forced sale of an asset	135	4%	2	1%	£0		£0
Forced into Insolvency	36	1%	0	0%	£0		£0
Other unfair treatment	498	14%	61	12%	£41,731		£41,731
UNFAIR TREATMENT - ACTIONS	1001	29%	108	11%	£360,386		£360,386
Unreasonable repayment demands	265	8%	16	6%	£10,150		£10,150
Unsatisfactory restructuring proposals	279	8%	36	13%	£149,987		£149,987
Other	106	3%	11	10%	£10,000		£10,000
PROVISION OF FINANCE	651	19%	63	10%	£170,137		£170,137
RM BEHAVIOUR	175	5%	5	3%	£0		£0
<i>8% simple interest on above Offers</i>					£1,465,412		£1,465,412
ALLEGATIONS CONSIDERED	3462	*2 100%	638	18%	£6,811,523	*3 £12,583,095	£19,394,618

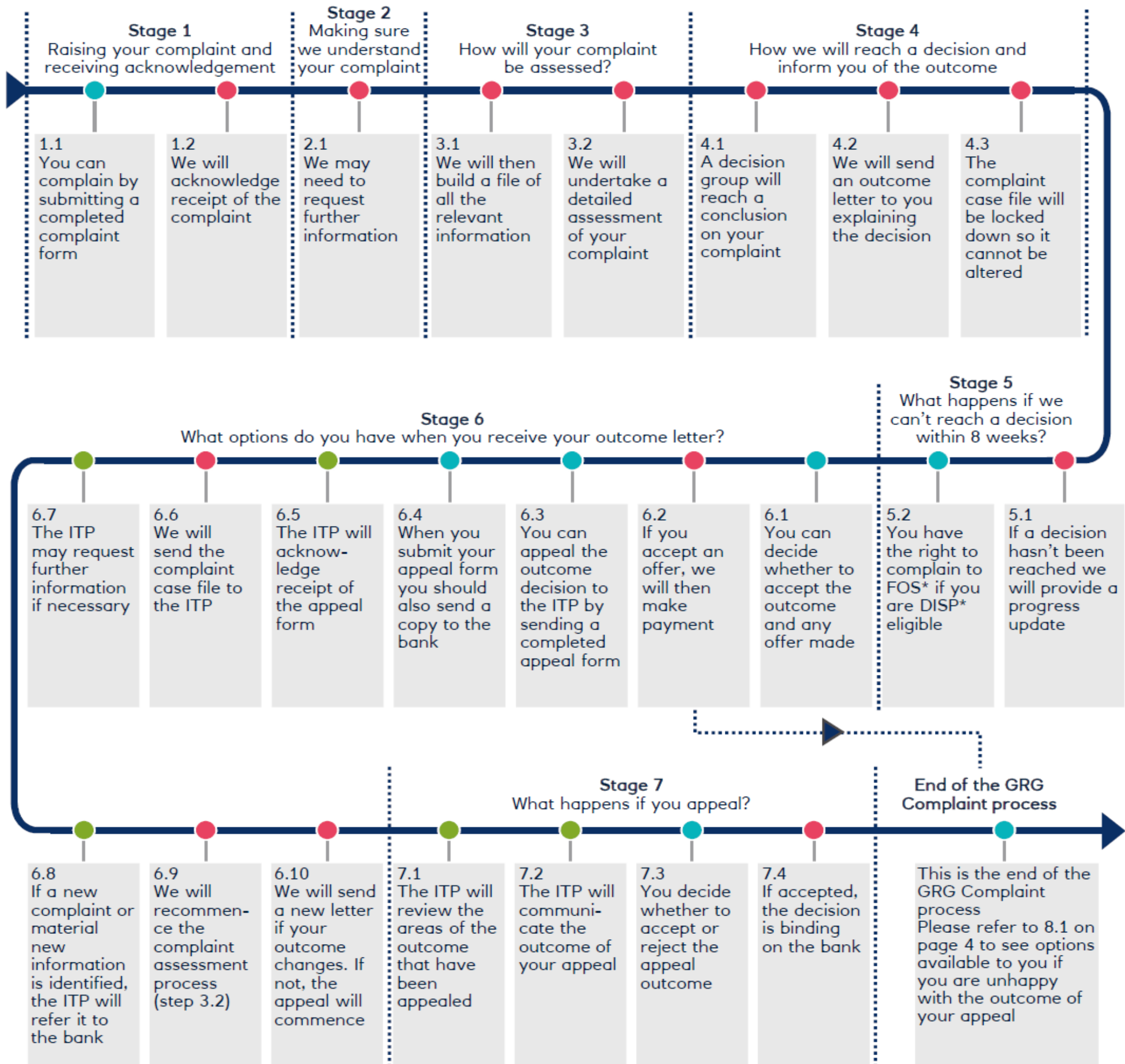
* Note 1: The offers in respect of upheld Pricing complaints includes £1,691,617 already offered under the review of Complex Fees.

* Note 2: Each complaint is themed into allegations which are then individually assessed. The 3,462 allegations relate to 631 complaints/letters, therefore on average c. 5.5 allegations per complaint.

* Note 3: Average offer value to date is £35,662 across 191 complainants.

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