

GRG Complaints - Progress report Fri 18-Jan-2019

Complaint stage ⁽¹⁾	Current period Fri 18-Jan	Change on prior period Fri 11-Jan	% Complete
1.1 Complaints received	2,612		
Of which eligible to appeal	2,356		
2.1 Preliminary reviews completed	1,887	29	72%
3.1 Initial files built	1,688	27	65%
3.2 Cases reviewed	1,500	23	57%
4.1 Decisions made	1,392	16	53%
4.2 Letters drafted	1,368	18	52%
4.2 Letters sent	1,324	16	51%

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

Analysis of outcome letters sent

Customer not yet responded	289	 Appeals Summary: ⁽³⁾	
Appeals under review ⁽²⁾	251		Appeals made to date 420
No response required	257		Appeals Under Review 211
Outcome accepted	249		Referred back to Bank 40
Outcome lapsed	278		Appeal Outcome Letter Sent 169
Total	1,324		

- 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.

Customer outcomes

All allegations upheld	36
Some allegations upheld	614
Apology only	30
No allegations upheld - eligible to appeal	398
No allegations upheld - not eligible to appeal	61
Case closed no investigation required	185
Total	1,324

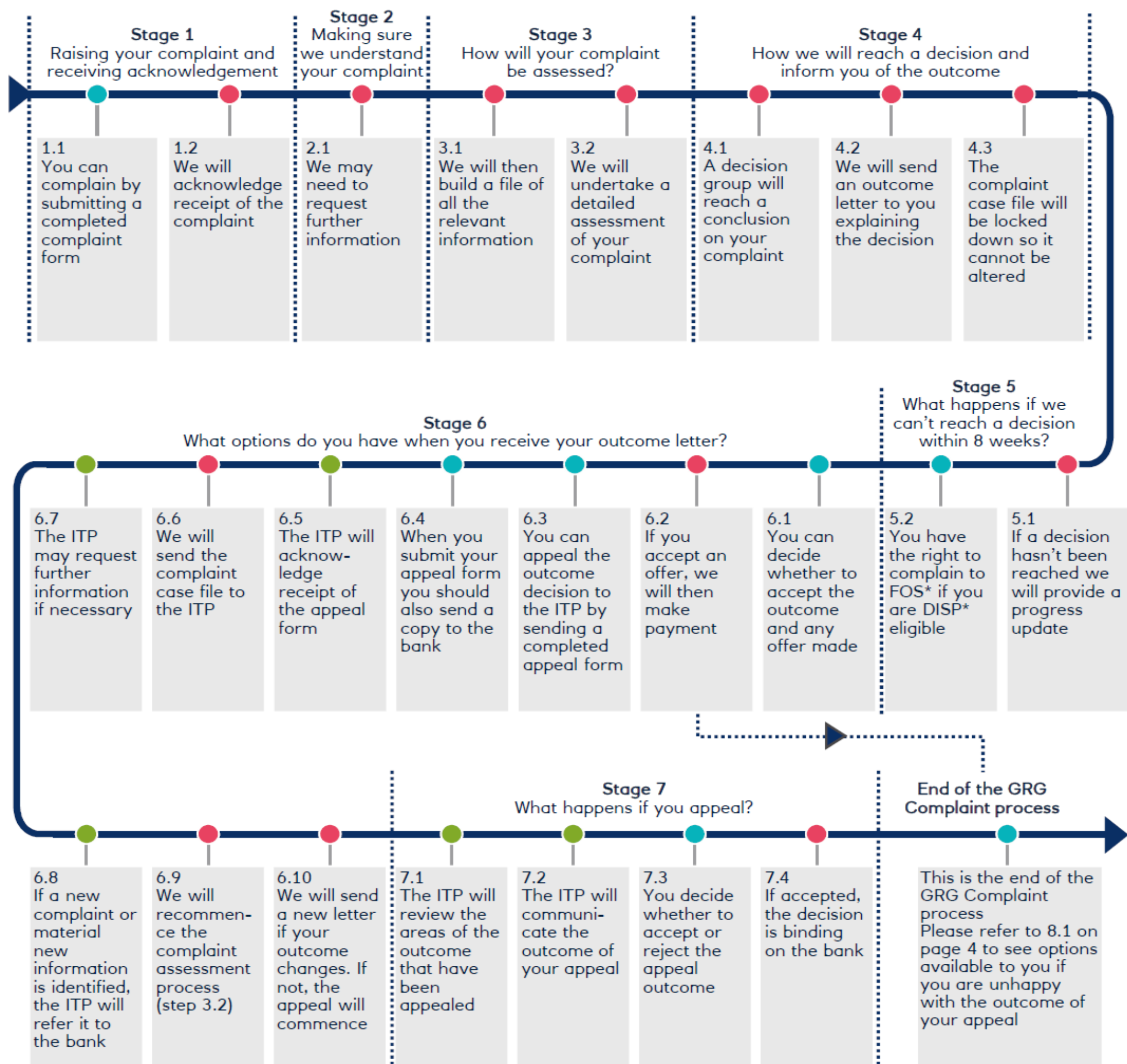
GRG Complaints - Outcome & Offer Analysis Fri 18-Jan-2019

	Bank Review - Allegations						ITP Review - Appeals					TOTAL
	No. of Allegations	%	No. of Upheld Allegations	%	Direct Loss Offers, including 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)
Key Allegation:												
Communication about the transfer	327	3%	125	38%	£54,000	£54,000	25	4%	4	16%	£0	£54,000
Incorrectly placed into GRG	575	6%	33	6%	£95,228	£95,228	54	8%	2	4%	£0	£95,228
Delay in return to mainstream	94	1%	11	12%	£5,000	£5,000	6	1%	0	0%	£0	£5,000
TRANSFER IN/OUT	996	10%	169	17%	£154,228	£154,228	85	13%	6	7%	£0	£154,228
Margins	890	9%	153	17%	£1,479,726	£1,479,726	51	8%	2	4%	£7,188	£1,486,914
Arrangement Fees	1,322	14%	439	33%	£2,755,948	£2,755,948	54	8%	5	9%	£20,065	£2,776,013
AFR:	984	10%	589	60%	£11,308,369	£33,068,053	50	8%	11	22%	£6,824	£33,074,877
Complex Fees	817	8%	521	64%	£7,396,289	£23,606,790	37	6%	7	19%	£0	£23,606,790
EPA	20	0%	4	20%	£97,983	£97,983	3	0%	1	33%	£4,142	£102,125
PPFA	147	2%	64	44%	£3,814,097	£9,363,280	10	2%	3	30%	£2,682	£9,365,961
PRICING	3,196	33%	1,181	37%	£15,544,043	£37,303,727	155	23%	18	12%	£34,077	£37,337,804
VALUATIONS	260	3%	30	12%	£60,581	£60,581	13	2%	0	0%	£0	£60,581
WEST REGISTER	16	0%	2	13%	£0	£0	1	0%	0	0%	£0	£0
Introduction of (and/or fees from) a third party	865	9%	134	15%	£530,691	£530,691	71	11%	10	14%	£44,610	£575,301
New advisor/management imposed	95	1%	11	12%	£153,600	£153,600	3	0%	0	0%	£0	£153,600
Forced sale of an asset	425	4%	7	2%	£58,700	£58,700	42	6%	1	2%	£0	£58,700
Forced into Insolvency	108	1%	0	0%	£0	£0	9	1%	1	11%	£0	£0
Other unfair treatment	1,472	15%	199	14%	£427,060	£427,060	119	18%	7	6%	£84	£427,143
UNFAIR TREATMENT - ACTIONS	2,965	30%	351	12%	£1,170,050	£1,170,050	244	37%	19	8%	£44,693	£1,214,743
Unreasonable repayment demands	772	8%	58	8%	£119,966	£119,966	42	6%	4	10%	£5,000	£124,966
Unsatisfactory restructuring proposals	895	9%	129	14%	£712,265	£712,265	47	7%	7	15%	£14,639	£726,904
Other	254	3%	30	12%	£45,661	£45,661	37	6%	1	3%	£0	£45,661
PROVISION OF FINANCE	1,921	20%	217	11%	£877,892	£877,892	126	19%	12	10%	£19,639	£897,531
RM BEHAVIOUR	423	4%	16	4%	£43,500	£43,500	42	6%	4	10%	£0	£43,500
8% simple interest on above Offers					£4,095,259	£4,095,259					£40,703	£4,135,961
ALLEGATIONS CONSIDERED	9,777	100%	1,966	20%	£21,945,553	£43,705,237	666	100%	59	9%	£139,112	£43,844,348

- The offers in respect of upheld complex fee / PPFA complaints includes £8,544,181 already offered under the Automatic Fee Refund (AFR) process.
- Each complaint is themed into allegations which are then individually assessed. The 9,777 allegations relate to 1,324 complaints.
- The average value of an offer across the 480 complaints to get a monetary offer is £46,010.
- The 666 appeal decisions relate to 169 appeal outcomes.
- The average value of an appeal outcome across the 15 appellants to get a monetary offer is £9,274.

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