

ombudsman news

essential reading for people interested in financial complaints – and how to prevent or settle them

the final countdown



Caroline Wayman
chief ombudsman



Financial
Ombudsman
Service

We're already two months into the FCA's PPI awareness campaign – which has kicked off a two-year deadline for making a PPI complaint. If you've seen the ad, you'll probably agree that it's memorable.

The FCA has estimated that 64 million PPI policies were sold in the UK between 1990 and 2010. And while not all of these would have been mis-sold, clearly there are still many people who haven't decided whether to take action.

Text messages and phone calls from claims management companies have been a feature of the PPI mis-selling scandal. But it certainly isn't the case that *everyone* who complains about PPI pays a company to do it for them. Our figures show that in about a third of the 1.5 million PPI complaints we've resolved so far, the people involved did it themselves. Not only that, but they were no less likely to have their complaints upheld. And

of course, they didn't lose out on any of their compensation through having to pay claims managers' fees.

With the FCA's deadline now in place, it's more important than ever that we and financial businesses redouble our efforts to make it straightforward for people to raise their concerns directly. And with this in mind, in this *ombudsman news* we've highlighted the common questions we hear from people looking to complain about PPI. Charlie Sweeney, our lead ombudsman and director of casework, also explains what's been happening at the ombudsman service since the FCA's campaign began.

In our plans and budget for 2017/2018, we estimated we'd get 180,000 new complaints about PPI – accounting for 55% of our workload over the course of the financial year. Our latest complaints snapshot suggests this was pretty accurate – and shows a significant increase in people contacting us about PPI over the last quarter. Our own future workload will depend too on how fairly businesses handle complaints in the first place – and how thoroughly claims management companies weigh up the merits of a case before referring it to us.

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meet us we're in:

- ◆ Nottingham
- ◆ London
- ◆ Hastings
- ◆ Cornwall
- ◆ Romford
- ◆ Bristol
- ◆ Glasgow

for dates see page 13

What's clear is that – even though we can't say for certain how exactly things will develop – we'll be busy with PPI for the foreseeable future.

Our approach to unravelling complaints about mis-sold PPI, and how to put things right, is well established. However, in light of the FCA's new *Plevin* rules and guidance, there's now more to take into account. To help all the parties involved get to grips with what's needed, we've [recently refreshed](#) our information about PPI on our website – and of course we'll continue to publish our ombudsmen's decisions.


We've got a strong track record of working with our stakeholders to resolve "mass" claims efficiently, as well as fairly. So I'm confident that, as the deadline approaches, everyone who decides to raise concerns about PPI will get the answer they need.

Caroline



... it's clear we'll be busy for the foreseeable future ...

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PPI: what's next



Charlie Sweeney
lead ombudsman and director of casework

On 29 August 2017, the FCA's new rules and guidance for PPI came into effect – beginning a two-year timeframe for complaining about PPI. Charlie Sweeney, lead ombudsman and director of casework for PPI, explains what this means for the ombudsman service and for people who think they might have a complaint.

what do the FCA's new rules and guidance mean in practice?

Over the last few years we've resolved over 1.5 million complaints about PPI. And although we always look at each case individually, we've seen many complaints where the facts and circumstances are pretty similar. So we've got a well-defined approach to many of the issues that typically come up. But of course, now we'll be taking into account something else – levels of commission and profit share in cases affected by the *Plevin* judgment and the FCA's rules and guidance.

Another thing that's changed is that it's now more urgent for people with concerns about PPI to take action. The FCA's PPI awareness campaign is designed to help people make an informed decision before the deadline of 29 August 2019. But people's individual circumstances may mean – for a range of reasons – they need to complain before then. Either way, as Arnie says in the FCA's ads, it's best to “do it now”.

Overall, though, the broader responsibilities of those of us involved in PPI haven't changed. Although there are now more factors to consider when resolving PPI complaints, financial businesses need to treat individual customers fairly.

That includes upholding complaints when they should, explaining their answers clearly, and making sure we have all the information we need from them if their customer then comes to us.

And if people are represented by claims management companies – who've been heavily involved in PPI throughout – those companies need to show a high standard of professionalism and follow their professional code of conduct. They should make sure any information about their client is presented fully and accurately to the business – and to us – so the complaint can be sorted out as quickly as possible.

It's also important that both businesses and claims management companies learn from our ombudsmen's decisions, to avoid complaints being brought to us unnecessarily. We'll continue to investigate any individual complaints that are referred to us, resolving them in a fair and reasonable way and as quickly as we can.

what have you seen so far since the campaign kicked off?

It's still too early to tell what the impact of the FCA's campaign will be in the long run – but we're expecting to be very busy in the next two to three years. On average, we've been receiving about 4,000 PPI complaints a week since April 2017. And as you'll see from our latest quarterly snapshot in this *ombudsman news*, new enquiries and complaints about PPI during July to September were higher by a fifth than in April to June.

We've currently got about 200,000 complaints that are waiting for an answer – and 160,000 of these are affected by the *Plevin* judgment. Our challenge is to make sure we're geared up to fairly resolve people's concerns as quickly and efficiently as we can. As we've explained in our [plans for the year ahead](#), published in March 2017, we're aiming to resolve 280,000 PPI complaints by the end of March 2018.

how have you been preparing to do that?

Since the *Plevin* judgment, there's been a lot of uncertainty – and a lot of complex issues for the FCA to work through in consulting on and finalising its rules and guidance. Now there's more clarity about what the FCA expects, the task has been brought into focus for the financial services industry.

It's meant we've been able to move forward the important work we've been doing with businesses, so we'll get the specific information – primarily about the levels of commission and profit share – that we'll need from them to resolve individual complaints. We're starting to make good headway in giving answers to people who've been waiting to hear from us, and that will continue to be our focus in the months ahead.

In addition to the ongoing operational conversations we have about PPI – whether it's with businesses, claims managers or the FCA – we'll shortly be consulting on our plans and budget for the next financial year. Part of this involves speaking to our stakeholders about what they think the future looks like in terms of the numbers of PPI complaints they expect we'll see.

This will be a key part of our discussions at our upcoming round of Industry Steering Group meetings in November with financial businesses and trade associations – and we've also been talking to organisations representing consumers. These conversations are crucial in helping us ensure we're all on the same page as we work together to put the mass mis-selling of PPI behind us.

Of course, as we work through issues arising from *Plevin*, it's also helpful to remind people about how we approach some of those more typical issues I mentioned at the beginning. For example, we know people sometimes have really practical questions about whether they're able to complain about PPI, and how to go about it.

That's why we've refreshed the [information about PPI](#) on our website. And it's why we've taken the opportunity in this *ombudsman news* to share some of the most common questions we get – so people can confidently take action about PPI if they want to, and resolve their concerns as soon as possible. I hope you find it helpful.

Now there's more clarity about what the FCA expects, the task has been brought into focus

FAQs about PPI

The deadline to complain about mis-sold PPI is 29 August 2019. Here are answers to some questions we're often asked most about PPI and complaining about it.

I don't know whether I had PPI – what should I do?

If you've had a loan or credit – such as a credit card, mortgage, store card, catalogue account or overdraft – then some form of PPI might have been sold with it. The first thing to do is to check if you have any paperwork that you haven't thrown away. This could be old credit card statements, or a copy of a loan agreement, for example.

If you think this shows you *did* have PPI – and you think it might have been mis-sold to you – then you can complain to the business. If you're unsure about how to do this, take a look at the PPI section of our website – where we've also got some [quick questions](#) you can answer to help you work out if it's likely you had PPI.

I know I had PPI but can't find the paperwork – what should I do?

When first complaining to a business, you don't *have* to provide them with lots of detailed information that shows you had PPI. Usually, they'll be able to look into their records – so you don't have to worry if you haven't kept every single piece of paper.

But it's always useful to provide the business with as much information as possible when making a complaint – even if you can't provide actual paperwork. Our PPI questionnaire – which you can download from our website – is a good way to get down the key information the business will need to begin to look into things.

Mr and Mrs K complain that PPI didn't cover medical conditions

Mr and Mrs K came to us after their lender hadn't upheld their complaint about PPI sold with their mortgage.

Mr K told us he'd had an ongoing medical condition at the time he and Mrs K were buying their house. He also told us they thought they'd had to take out the PPI to get their mortgage.

We looked at what information the lender had from the time of the sale. Their records showed that they'd advised Mr and Mrs K to take out the PPI – which meant they had to make sure it was suitable for the couple's circumstances.

We looked at the forms that Mr and Mrs K had filled out, as well as the notes of the conversations they'd had with the lender's mortgage adviser. We decided the forms made it clear they didn't have to take out PPI as a condition of their mortgage.

When we looked at the notes of the conversation, we could see the mortgage adviser had discussed a number of things with Mr and Mrs K – such as their budget, any pay rise they might get in the future, and their need to keep repayments down. But we couldn't see anything to show that their health, or the PPI's exclusions, had been discussed.

Looking at the policy terms, we could see Mr K wouldn't have been covered for his ongoing medical condition. In our view, the mortgage adviser *should* have taken this into account and explained to Mr and Mrs K that the PPI might not have been right for them because it didn't meet all of their needs. And we thought this would have made a difference to Mr and Mrs K's decision to take out the policy.

For these reasons, we told the lender to pay back what the policy had cost Mr and Mrs K, plus interest.

my bank says I didn't have PPI – how do I know they're right?

We used to see a lot of complaints where it wasn't clear if PPI had ever been taken out. When we looked into those complaints, we helped businesses understand what we'd expect to see in terms of them carrying out thorough checks of all their relevant records – using information about their customers' circumstances to help with those checks.

This work means we see less of these complaints now. And when we do see them, businesses are typically giving people the right answer, and explaining things far more clearly. So if you haven't got any information to show you had PPI – and the business doesn't have anything to show you did either – then you probably didn't have it.

But if you've moved or changed your name – for instance, because you've got married – a business might struggle to track down your records. So when you get in touch with them, giving them your previous name or address could help them find any old PPI policies you might have had.

If you're concerned you've not got the right answer, our website has some [quick questions](#) to help you understand whether it's likely you had PPI.

Miss L complains her PPI was useless because she was self-employed

Miss L got in touch with us after her bank didn't uphold her PPI complaint. She believed the PPI had been useless to her, as she'd started working for herself soon after taking it out.

When we asked the bank for more information, they sent us call recordings from the time. We heard Miss L clearly explain that she was working in a supermarket – but had firm plans to leave in a month to start a cleaning business.

Miss L's PPI didn't cover people who were self-employed. She'd made it clear to the bank she was soon going to work for herself – but they'd gone ahead and sold her the PPI anyway. We didn't think Miss L would have taken out the policy if she'd known it didn't cover her new working arrangement. So we told the bank to refund the premiums she'd paid, adding interest.

why is the business asking about my health now I've complained about PPI?

It might seem like a personal question when a business asks about an illness or medical condition you may have had in the past. But there's a good reason that they might do this. Many PPI policies excluded cover for "pre-existing medical conditions". Businesses should have taken this into account if they were giving you advice about taking out the PPI – and they should have explained it too.

So if the business now thinks they didn't do this when they sold PPI, they might ask about your medical conditions at that time. Then they can work out if the exclusions would have applied to you – and weigh up whether the PPI was right for you, and if you'd have bought it if you'd known about the exclusions.

Mr and Mrs N complain they were told they had to have PPI to get a mortgage

Mr and Mrs N complained to their lender, saying they'd been told their mortgage wouldn't be approved unless they took out PPI. When their lender didn't uphold their complaint, they got in touch with us.

We asked Mr and Mrs N what they remembered about taking out their mortgage and PPI. They explained they'd had a meeting in person with a mortgage adviser. Although they couldn't remember much about what happened, they felt that, as they'd been first time buyers, the adviser had taken advantage of their inexperience and misled them.

Although the lender confirmed the meeting took place, they didn't have records of what exactly had happened during it. But we asked the lender for all the information that would have been available to Mr and Mrs N in the meeting.

We found there had been separate application forms for the mortgage and for the PPI. Both forms clearly set out that PPI was *not* a condition of the mortgage. This wording was next to where Mr and Mrs N had to sign if they wanted the cover – which they'd done.

Although we couldn't say for sure what conversations took place, we were satisfied the forms set out clearly and prominently that the PPI was optional. And based on what they'd told us, it was unlikely that they'd been misled. So we didn't uphold their complaint.

If I need to go to the ombudsman service, what information will you need?

We'll need to know why you don't agree with the answer you've got from the business – and as much detail as you have about your PPI and what happened when it was sold.

But we won't expect you to present a "case" against the business. It's our job to look into what's happened, and to ask for information from both sides if we need it. There's no need to use a claims management company – who'll take a cut of any compensation you might get.

Whether you're complaining online, over the phone or by post, we'll need some basics to get started. For example, we'll need your contact details and your permission to look into your complaint. We also have a PPI questionnaire – designed to help you explain more about your PPI, and why you think it was mis-sold. It's important for us to know about your circumstances at the time – such as your job – so we can check things like whether you were covered by any PPI you had.

It helps if you have as much information ready as possible when you come to us – that way we'll be able to get your complaint moving faster. But remember to let the business know as much as possible when making your initial complaint. It will help them when they're looking into things – and also save time later if you do need to bring your complaint to us.

can I complain about a joint PPI policy?

Sometimes PPI covers more than one person. For example if you were sold PPI on a mortgage taken out with a partner the PPI might have covered *both* of you. We look at these complaints all the time – we'll just need to make sure we have all the relevant information.

Before we can look at a PPI complaint, we'll need permission from *all* the people who took out the PPI and the product it was sold with. So if you took out a mortgage or loan in joint names with your partner that was covered by PPI, for example, then you would *both* need to give us permission to look into things for you. This is the case even if the PPI only covered one of you.

If the PPI covered you both, then as well as permission to look into the complaint, we'd also need to know about *both* your circumstances at the time the policy was sold.

can I complain about PPI on behalf of someone else I know?

You might know a friend or family member who's nervous about complaining – or for some other reason, wants you to represent them.

If so, we'll just need them to tell us they've given you their permission. If you're at the stage of complaining to the business, they'll need you to do the same thing.

can I still complain about mis-sold PPI if I made a claim on the policy?

You can still complain to a business about mis-sold PPI if you made a claim on the policy – for example if you couldn't work because of ill health or because you lost your job. But, if your complaint is upheld, it's likely the money that was paid out as a result of your claim will be taken off any refund you get.

In general, we think this is a fair thing for businesses to do. Think of it this way – when we uphold a complaint that PPI was mis-sold, we normally tell the business to put you in the position you would have been in if you'd never been sold PPI in the first place. This means you'd never have had the policy to make a claim on. So if the policy did pay out, it's only fair to take that money off the refund of everything you paid.

Mr R complains he didn't get any compensation even though his PPI complaint was upheld

Mr R got in touch with us as he was unhappy with his credit card provider's answer to his PPI complaint. They'd said in their final response letter that they agreed that they'd mis-sold him PPI – but they wouldn't be paying him any compensation because he'd made a successful claim on the policy.

When we looked at Mr R's circumstances, we decided the credit card provider had acted fairly. The whole cost of Mr R's PPI was *less* than the amount the policy had paid out during his successful claim.

I was sold PPI in the 1990s – is it too late to complain about it?

We've looked at plenty of complaints where policies were sold in the 1990s, or even earlier. In general, you can complain about things that happened up to six years ago – *or* if it gives you more time, within three years of when you knew, or should have known, that you had a reason to complain. But remember, the FCA has now set a specific deadline of 29 August 2019 for complaints about PPI.

And bear in mind that for some people, the deadline might be earlier than that. For example, if your bank wrote to you in August 2015 to say that they might have mis-sold you PPI – and that you should contact them if you wanted them to look into it – then you might only have until August 2018 to complain. So if you've got concerns about PPI, it's important to act quickly.

And remember, once a business has given you their final answer, you have *six months* to bring your complaint to the ombudsman service if you're unhappy.

can you still help me with my PPI if I've got a debt plan in place?

We speak to many people who are, or have been, in debt. For example, you might have a debt management plan, a debt relief order, an individual voluntary arrangement, or have been declared bankrupt (in Scotland this is called "sequestrated").

This doesn't automatically mean we can't help you with your PPI complaint – but there may be some practical implications. If you have an insolvency practitioner or official receiver you should speak to them before making a complaint. In some cases you might need their permission to complain – or they might need to complain on your behalf.

We can't look into disputes between people and their official receivers or their insolvency practitioners, though. So if they've told you they're using your PPI refund to reduce what you owed from your bankruptcy or IVA, we won't be able to change that.

Importantly, even if you don't get any money back from your complaint – for example, if it all went to pay your debts in your IVA – if you use a claims management company to complain, you might still need to pay them.

Ms T complains about PPI after being declared bankrupt

Ms T complained to her bank in 2015 that it had mis-sold her PPI on a personal loan, which she'd taken out in 2009. The bank offered to refund the full cost of the PPI, adding interest. But months later, Ms T still hadn't got the payment – so she got in touch with us.

When we looked into things, we found that Ms T had been declared bankrupt in 2011. Her bank told us that when they'd realised this, they'd got in touch with her bankruptcy trustee, who'd said that legally the money had to be paid to them. The bank had paid the settlement directly to the trustee, and Ms T hadn't got anything.

We told Ms T that we thought this was fair. The loan had become part of the bankruptcy estate along with her other debts. And although she'd been discharged from her bankruptcy in 2012, it didn't mean that the debt was wiped out or paid off – and the bankruptcy trustee had a right to the compensation money.

We explained that if Ms T *hadn't* been sold PPI, she would have had the money it cost her instead. That money would have ended up being part of the assets in her bankruptcy. And the trustee would have used it to reduce her debts. So we thought it was fair that Ms T's bank had paid the money directly to her bankruptcy trustee.

I have a store card from a department store – could it have PPI on it?

We often hear from people who think they might have been mis-sold PPI on a store card. Store cards are like credit cards, but you can only use them in a specific store – often a department store or high street shop. We've seen many store cards that had PPI on them.

If you think this applies to you, try to find any relevant paperwork to find out the name of the financial business that gave you the store card. It might have a slightly different name, or be a different business, to the actual shop where you used the card. Then get in touch with this financial business and explain why you're unhappy.

If you can't find the business's name, try asking the store – and they might be able to forward your complaint. If you complain, but you're not happy with the answer you get, you can get in touch with us.



second quarter statistics

a snapshot of our complaint figures for the second quarter of the 2017/2018 financial year

Each quarter we publish updates about the financial products and services people have contacted us about. This data includes the number of enquiries we've received, the number of complaints passed to an ombudsman for a final decision, and the proportion of complaints resolved in favour of consumers.

In this issue we focus on data for the second

quarter of the financial year 2017/2018, showing the new complaints received during July, August and September 2017.

Between July and September:

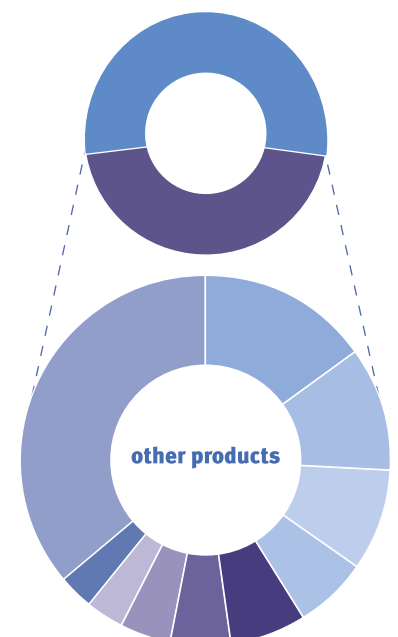
- We handled 151,112 enquiries from consumers, taking on 84,845 new cases – with 8,724 complaints passed to an ombudsman as the final stage of our complaints handling process.

- PPI remained the most complained about financial product, with 50,639 new cases. Current accounts were the second most complained about product, with 4,497 new cases.

the financial products that consumers complained about most to the ombudsman service in July, August and September 2017.*

- payment protection insurance (PPI) 60%
- complaints about other products 40%

- current accounts 5%
- payday loans 4%
- packaged bank accounts 4%
- car and motorcycle insurance 4%
- credit card accounts 3%
- house mortgages 2%
- overdrafts and loans 2%
- hire purchase 2%
- buildings insurance 1%
- complaints about other products 14%



*Please note: the figure above have been rounded up/down to the nearest percent

second quarter statistics

	... in Q2 July - September 2017				... in Q1 April - June 2017				... so far this year April 2017 - September 2017				in the whole of 2016/17 April 2016 - March 2017			
	enquiries received	new cases	ombudsman	% of cases upheld	enquiries received	new cases	ombudsman	% of cases upheld	enquiries received	new cases	ombudsman	% of cases upheld	enquiries received	new cases	ombudsman	% of cases upheld
payment protection insurance	69,103	50,639	1,863	39%	57,186	42,401	1,675	40%	128,586	92,563	3,538	40%	213,418	168,769	16,443	52%
current accounts	7,260	4,497	705	27%	7,772	5,229	684	27%	15,229	9,683	1,390	27%	31,128	17,434	2,188	27%
payday loans	5,565	3,593	562	60%	4,384	3,126	564	68%	9,945	6,501	1,112	64%	15,007	10,529	2,225	59%
packaged bank accounts	5,442	3,082	216	10%	5,269	3,097	219	13%	10,914	6,167	435	11%	29,310	20,284	1,641	19%
car and motorcycle insurance	6,345	2,971	496	30%	6,435	3,137	537	29%	12,940	6,088	1,032	29%	29,154	11,844	1,871	30%
credit card accounts	3,738	2,276	401	28%	3,712	2,640	384	30%	7,620	4,919	784	29%	15,253	9,104	1,371	29%
house mortgages	2,998	1,901	505	25%	3,118	2,309	586	24%	6,243	4,212	1,091	25%	14,830	10,411	1,935	31%
overdrafts and loans	2,512	1,523	265	28%	2,385	1,589	268	31%	4,985	3,125	532	30%	10,015	6,425	1,085	26%
hire purchase	2,124	1,335	296	34%	1,944	1,334	255	36%	4,130	2,655	553	35%	9,035	5,029	911	34%
buildings insurance	1,739	1,049	305	34%	1,832	1,261	297	32%	3,615	2,304	601	33%	7,831	4,815	1,134	35%
travel insurance	1,305	731	183	37%	1,082	763	148	39%	2,429	1,493	332	38%	5,047	3,191	656	38%
"point of sale" loans	940	682	81	35%	1,250	1,009	96	32%	2,279	1,699	178	33%	4,706	2,556	441	32%
self-invested personal pensions (SIPPs)	767	498	193	49%	678	521	181	50%	1,500	1,025	374	50%	1,959	1,493	495	56%
catalogue shopping	796	465	44	44%	882	556	62	51%	1,715	1,021	106	48%	3,432	1,640	180	45%
debit and cash cards	710	445	103	26%	708	456	70	26%	1,478	936	176	26%	2,442	1,435	196	30%
contents insurance	668	426	99	25%	650	439	89	27%	1,338	867	189	26%	2,440	1,555	353	26%
term assurance	599	414	85	15%	591	483	101	16%	1,271	925	186	16%	3,028	2,295	341	18%
deposit and savings accounts	605	382	95	29%	667	460	67	30%	1,309	843	160	30%	2,644	1,740	306	29%
hiring / leasing / renting	608	379	56	26%	548	328	47	30%	1,180	701	100	28%	1,819	920	131	32%
pet and livestock insurance	615	347	93	30%	616	408	82	25%	1,253	760	175	28%	2,487	1,508	289	30%
personal pensions	885	337	110	29%	839	438	127	26%	1,732	767	237	27%	3,393	1,881	416	30%
home emergency cover	549	319	102	44%	722	568	113	45%	1,291	888	215	45%	3,163	2,117	396	47%
inter-bank transfers	495	300	54	27%	473	322	47	27%	1,004	628	101	27%	2,820	1,645	231	26%
whole-of-life policies	481	270	61	15%	457	349	81	20%	972	613	144	18%	2,374	1,580	326	20%
electronic money	772	253	54	28%	861	290	41	32%	1,664	541	93	30%	3,909	1,183	163	30%
private medical and dental insurance	334	247	81	25%	341	282	63	24%	698	528	144	25%	1,596	1,147	283	31%
mobile phone insurance	477	241	23	40%	454	279	32	37%	944	517	54	38%	1,952	904	97	35%
debt collecting	760	231	60	31%	752	263	39	28%	1,533	483	101	29%	3,057	1,027	113	32%
specialist insurance	365	227	56	36%	460	419	45	31%	834	640	99	34%	1,493	729	93	39%
mortgage endowments	459	220	50	18%	476	258	49	15%	971	480	99	16%	2,973	1,511	236	15%
credit reference agency	485	219	23	34%	449	217	15	33%	952	431	38	34%	1,461	579	82	35%
critical illness insurance	290	202	50	24%	266	204	49	20%	568	398	99	22%	1,185	849	150	18%
ISA - Individual Savings Accounts (Not Cash)	305	199	67	31%	316	266	66	33%	632	463	131	32%	1,634	1,261	253	31%
Instalment Loans	206	197	125	54%	221	172	68	50%	593	521	203	52%	978	883	246	39%
warranties	456	196	55	44%	431	260	56	44%	912	453	111	44%	2,716	1,327	215	39%
share dealings	321	189	46	27%	267	148	64	30%	609	338	108	29%	1,324	746	178	34%
income protection	262	186	52	24%	268	205	48	18%	559	395	99	21%	1,413	1,075	258	26%
annuities	214	181	47	15%	264	227	46	14%	498	409	93	15%	993	743	111	19%
portfolio management	198	172	113	34%	265	227	87	40%	488	401	202	38%	1,702	1,216	348	41%
roadside assistance	246	160	29	31%	235	162	28	34%	493	321	57	33%	1,346	795	130	37%
secured loans	208	155	50	30%	317	236	56	21%	553	402	106	26%	1,694	1,147	190	24%
legal expenses insurance	196	142	55	27%	215	172	65	31%	430	320	120	29%	1,005	692	289	26%
cheques and drafts	174	123	32	35%	189	122	14	36%	376	246	46	36%	813	491	70	37%
commercial vehicle insurance	208	115	31	33%	212	109	27	27%	439	228	58	30%	1,447	620	127	32%
occupational pension transfers and opt**outs	165	114	67	25%	160	124	63	29%	344	237	131	25%	673	496	143	27%
conditional sale	127	113	38	37%	144	111	31	34%	303	241	71	36%	587	550	208	36%
store cards	185	112	12	34%	184	114	21	35%	374	224	33	35%	847	440	53	34%
direct debits and standing orders	269	111	14	37%	268	135	29	33%	535	239	43	35%	937	581	84	30%
merchant acquiring	162	106	20	36%	189	115	16	23%	366	226	36	30%	979	515	82	35%
home credit	203	105	25	37%	82	68	15	20%	331	199	40	30%	490	328	94	30%
cash ISA - Individual Savings Account	152	99	21	33%	203	133	21	24%	359	227	42	28%	1,007	716	107	36%
personal accident insurance	154	98	21	39%	173	105	13	17%	330	203	34	29%	729	579	131	23%
card protection insurance	184	79	7	14%	178	94	7	34%	374	173	14	24%	978	493	38	20%
money remittance	148	66	15	26%	170	101	8	27%	320	165	23	26%	608	255	26	38%
endowment savings plans	87	60	24	27%	86	62	21	30%	182	125	45	24%	525	411	95	18%
building warranties	100	59	17	35%	119	89	28	29%	227	152	46	31%	598	487	200	30%
commercial property insurance	82	59	26	31%	86	71	33	35%	179	136	60	33%	676	473	154	35%
unit-linked investment bonds	61	53	28	28%	86	73	32	39%	163	134	60	35%	587	484	148	39%
credit broking	90	47	11	21%	86	50	14	33%	188	101	25	28%	665	228	81	32%
Investment Trusts	66	46	18	53%	113	61	8	44%	185	105	26	49%	231	130	34	28%
guaranteed asset protection ("gap" insurance)	92	44	9	11%	92	61	7	22%	193	104	16	16%	438	210	31	27%
guarantor loans	77	39	11	18%	63	34	11	20%	142	73	22	20%	290	172	34	21%
income drawdowns	37	38	15	30%	46	45	15	35%	87	84	30	33%	200	172	59	37%
"with-profits" bonds	48	36	19	24%	73	52	19	19%	126	90	40	21%	379	256	61	29%
foreign currency	86	35	6	17%	-	-	-	-	147	57	9	23%	252	118	26	36%
derivatives	37	35	30	18%	50	49	39	28%	99	87	68	22%	379	268	114	21%
debt adjusting	73	33	7	41%	89	44	9	26%	167	77	16	34%	886	560	248	23%
spread betting	42	32	21	26%	66	50	37	15%	109	83	61	20%	320	202	87	21%
business protection insurance	58	31	13	15%	71	54	12	23%	135	89	25	19%	489	241	60	26%
capital protected structured products	-	-	-	-	22	30	14	19%	65	67	26	25%	150	140	25	36%
unit trusts	-	-	-	-	-	-	-	-	69	57	24	40%	189	139	34	33%
FSAVC – free standing additional voluntary contributions	-	-	-	-	-	-	-	-	64	57	15	31%	187	127	40	27%
OEICs (open-ended investment companies)	-	-	-	-	-	-	-	-	67	55	27	31%	221	243	42	32%
caravan insurance	-	-	-	-	-	-	-	-	111	53	15	32%	249	125	27	27%
savings certificates/bonds	-	-	-	-	-	-	-	-	98	50	11	24%	115	67	7	16%
premium bonds	-	-	-	-	-	-	-	-	99	48	3	21%	159	82	15	24%
debt counselling	-	-	-	-	-	-	-	-	95	46	8	19%	512	342	121	16%
safe custody	-	-	-	-	-	-	-	-	59	46	10	36%	89	66	17	39%
state earnings-related pension (SERPs)	-	-	-	-	-	-	-	-	67	45	3	6%	163	112	18	9%
Logbook Loans	-	-	-	-	-	-	-	-	74	42	19	44%	172	103	16	32%
interest rate hedge	-	-	-	-	-	-	-	-	-	-	-	-	273	250	147	35%
PEP - Personal Equity Plans	-	-	-	-	-	-	-	-	-	-	-	-	97	85	22	37%
Non-Structured Periodically Guaranteed Fund	-	-	-	-	-	-	-	-	-	-	-	-	70	73	29	42%
Crowdfunding (loan-based)	-	-	-	-	-	-	-	-	-	-	-	-	69	46	8	30%
children's savings plans	-	-	-	-	-	-	-	-	-	-	-	-	58	45	1	18%
Pawnbroking	-	-	-	-	-	-	-	-	-	-	-	-	97	44	12	30%
EPP - Executive Pension Plans	-	-	-	-	-	-	-	-	-	-	-	-	39	39	13	42%
Structured Deposits	-	-	-	-	-	-	-	-	-	-	-	-	47	33	6	41%
sub total	126,570	84,366	8,567	35%	114,358	79,666	8,261	35%	246,537	164,095	16,979	35%	469,132	320,651	42,191	43%
other products and services	24542	479	157	29%	21,421	568	153	30%	40,354	474						

Q? &A



Financial
**Ombudsman
Service**

how can the ombudsman help when travel companies go bust?

If you paid on a credit card, you might be able to get some money back using the chargeback process or Section 75 of the Consumer Credit Act. If you've tried this, but aren't happy with the response you get from your bank or credit card provider, you can contact us.

The picture isn't always straightforward, though. We'll need to look carefully into the individual situation at hand – for example, to see whether a travel agent was involved, and whether the holiday was a package – to decide whether and how we can help.

Other options include claiming via ATOL or ABTA – travel protection schemes – and checking what's covered under your travel insurance. In our experience, standard travel policies often don't cover these types of claims. But if you feel your claim has been turned down unfairly, we can give an independent answer.

I heard you're opening a new office in Coventry. Why's that?

Every day we talk to people with complaints, and people working at businesses, who are based all over the UK. So when we're making decisions about the future of our service, it makes sense to consider options to bring us closer to more of the people we're here to help.

It's also part of our strategy to make sure we're running our service as cost-effectively as possible. When we consulted on our plans for this financial year, we explained how, given the uncertainties around the future demands for our service, we were committed to maximising the effectiveness of the way we manage our resources. We've recently taken office space in Coventry, housing around 300 people, as we constantly re-evaluate our property needs.

But for businesses and consumers alike, our address and phone numbers remain unchanged – so it's business as usual.



Financial

**Ombudsman
Service**

upcoming events

our events 2017

<i>CCTA annual conference</i>	Nottingham	Thursday 2 November
<i>MALG annual conference</i>	London	Monday 27 November
<i>IFA roundtable and smaller business</i>	Brighton	Tuesday 5 December
<i>meeting consumer advisers</i>	Hastings	Wednesday 6 December

our events 2018

<i>meeting consumer advisers</i>	Cornwall	Tuesday 16 January
<i>Smaller business roundtable</i>	Hornchurch	Wednesday 17 January
<i>meeting consumer advisers</i>	Romford	Thursday 18 January
<i>meeting consumer and money advisers</i>	Bristol	Monday 12 February
<i>IFA roundtable and smaller business event</i>	Bristol	Tuesday 13 February
<i>The Gathering</i>	Glasgow	Wednesday 21 and Thursday 22 February
<i>IFA roundtable and smaller business event</i>	Norwich	Wednesday 14 March

For more information – and to book – go to [news and outreach](#) on our website.

Financial Ombudsman Service

Exchange Tower
London E14 9SR

switchboard 020 7964 1000

consumer helpline

Monday to Friday 8am to 8pm *and*
Saturday 9am to 1pm
0800 023 4 567

technical advice desk

020 7964 1400
Monday to Friday 9am to 5pm

email

complaint.info@financial-ombudsman.org.uk

Just let us know if you need information in a different language or format (eg Braille or large print).

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