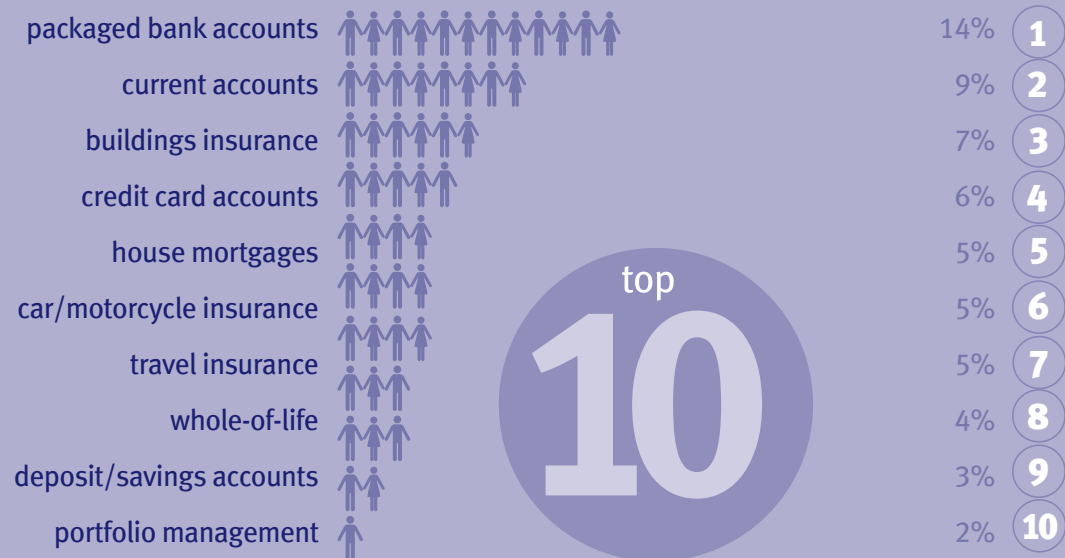


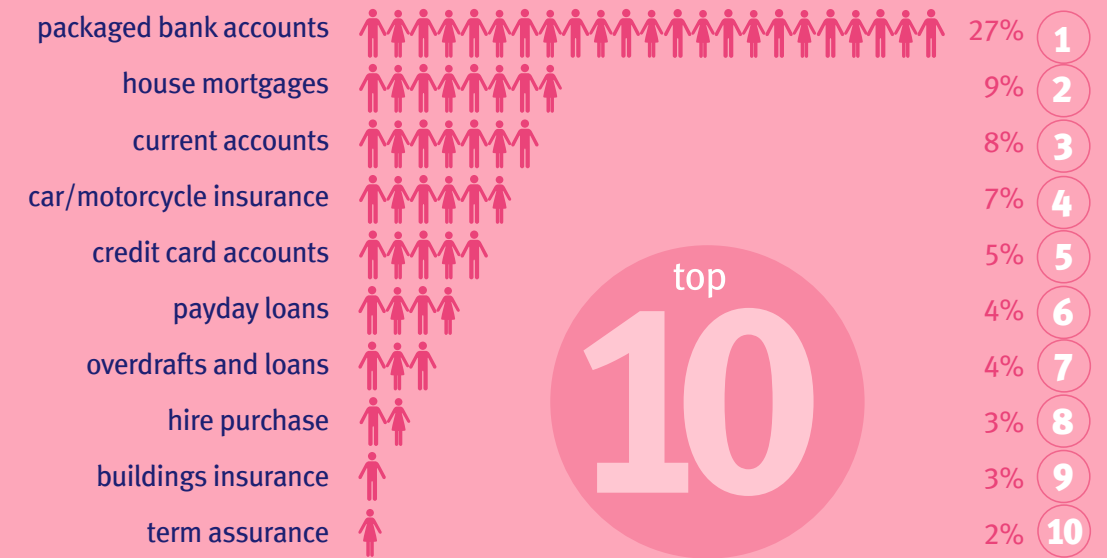
complaints from pre-babyboomers (born pre 1946)



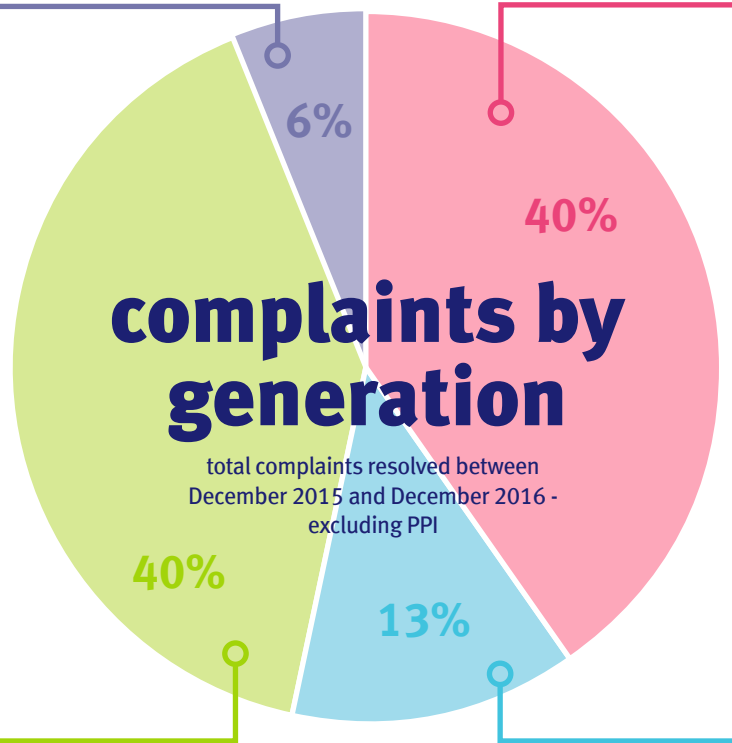
oldest consumer – Mrs D, 99

Mrs D, 99, told us her son, who had power of attorney over her bank account, couldn't use telephone banking - apparently because he lived in France. We found the bank had communicated poorly and caused a lot of inconvenience – and told them to pay compensation to make up for it.

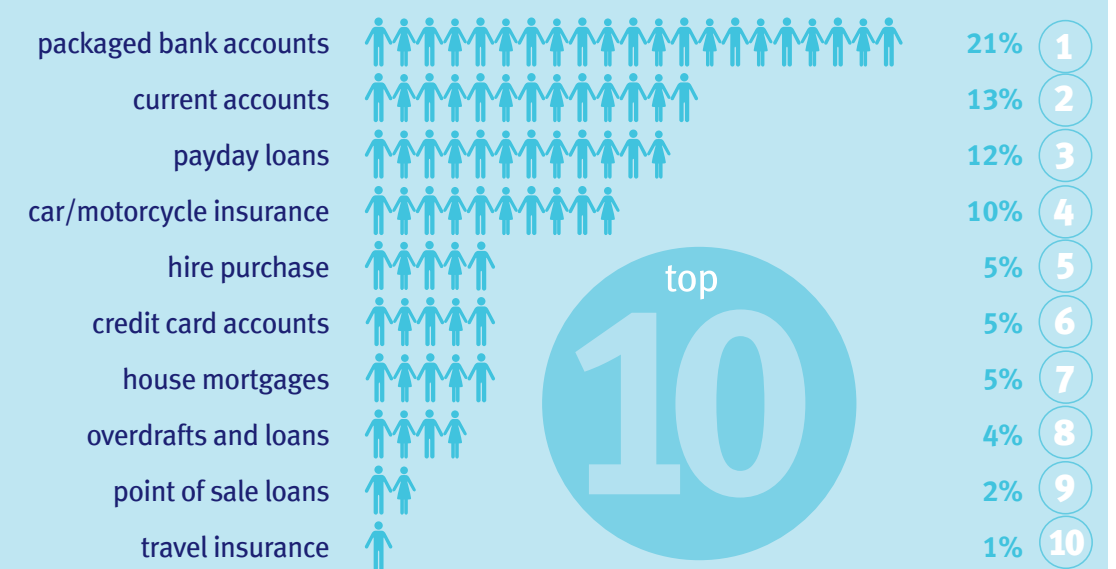
complaints from generation X (born 1965-1980)



complaints from babyboomers (born 1946-1964)



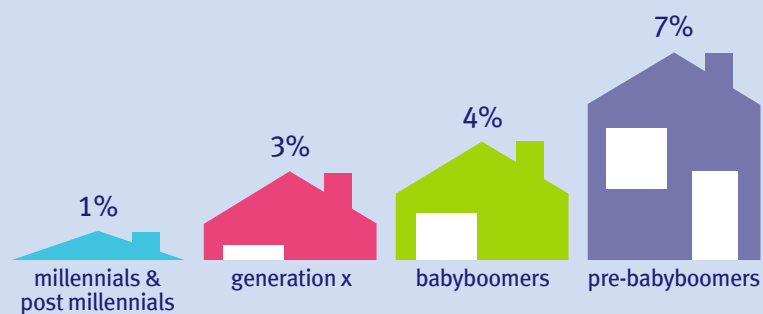
complaints from millennials and post millennials (born 1980 onwards)



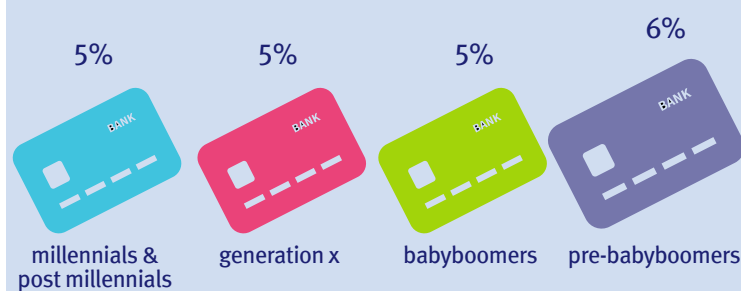
youngest consumer – Miss F, 12

Miss F, 12, had been wrongly told she couldn't register for online banking. Her father, Mr F, complained to the bank – and then to us – about the poor customer service she'd received. After looking into how the bank had responded to Mr F's concerns, we explained that we thought they'd already made a fair offer to make up for the mistake.

building insurance (% of each generation's complaints, excluding PPI)



credit cards (% of each generation's complaints, excluding PPI)



payday loans (% of each generation's complaints, excluding PPI)

