

Complaints record 2016

Complaints closed by MHBS in the period 1 Jan – 30 Jun 2016		
Area	Number	Number upheld
Mortgages	2	1
Savings	2	1

Complaints assessed by the Financial Ombudsman Service (FOS) in the period 1 Jan – 30 Jun 2016		
Area	Number of cases sent to FOS	Upheld
Mortgages	0	0
Savings	0	0

Complaints closed by MHBS in the period 1 Jul – 31 Dec 2016		
Area	Number	Number upheld
Mortgages	10	3
Savings	6	2

Complaints assessed by the Financial Ombudsman Service (FOS) in the period 1 Jul – 31 Dec 2016		
Area	Number of cases sent to FOS	Upheld
Mortgages	2	0
Savings	1	0