

### Complaints record 2017

<b>Complaints closed by MHBS in the period 1 Jan – 30 Jun 2017</b>		
<b>Area</b>	<b>Number</b>	<b>Number upheld</b>
<b>Mortgages</b>	7	2
<b>Savings</b>	7	5

<b>Complaints assessed by the Financial Ombudsman Service (FOS) in the period 1 Jan – 30 Jun 2017</b>		
<b>Area</b>	<b>Number of cases sent to FOS</b>	<b>Upheld</b>
<b>Mortgages</b>	1	0
<b>Savings</b>	0	0

<b>Complaints closed by MHBS in the period 1 Jul – 31 Dec 2017</b>		
<b>Area</b>	<b>Number</b>	<b>Number upheld</b>
<b>Mortgages</b>	5	2
<b>Savings</b>	8	3

<b>Complaints assessed by the Financial Ombudsman Service (FOS) in the period 1 Jul – 31 Dec 2017</b>		
<b>Area</b>	<b>Number of cases sent to FOS</b>	<b>Upheld</b>
<b>Mortgages</b>	0	0
<b>Savings</b>	0	0