

Complaints record 2018

Complaints closed by MHBS in the period 01/01/2018 – 30/06/2018		
Area	Number	Number upheld
Mortgages	12	1
Savings	33	9

Complaints assessed by the Financial Ombudsman Service (FOS) in the period 01/01/2018 - 30/06/2018		
Area	Number of cases sent to FOS	Upheld
Mortgages	0	0
Savings	0	0

Complaints closed by MHBS in the period 01/07/2018 - 31/12/2018		
Area	Number	Number upheld
Mortgages	4	3
Savings	13	3

Complaints assessed by the Financial Ombudsman Service (FOS) in the period 01/07/2018 - 31/12/2018		
Area	Number of cases sent to FOS	Upheld
Mortgages	0	0
Savings	0	0