

### Complaints record 2019

<b>Complaints closed by MHBS in the period 01/01/2019 – 30/06/2019</b>		
<b>Area</b>	<b>Number</b>	<b>Number upheld</b>
<b>Mortgages</b>	3	1
<b>Savings</b>	8	6

<b>Complaints assessed by the Financial Ombudsman Service (FOS) in the period 01/01/2019 - 30/06/2019</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

<b>Complaints closed by MHBS in the period 01/07/2019 - 31/12/2019</b>		
<b>Area</b>	<b>Number</b>	<b>Number upheld</b>
<b>Mortgages</b>	13	4
<b>Savings</b>	20	7

<b>Complaints assessed by the Financial Ombudsman Service (FOS) in the period 01/07/2019 - 31/12/2019</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