

### Complaints record 2020

<b>Complaints closed by MHBS in the period 01/01/2020 – 30/06/2020</b>		
<b>Area</b>	<b>Number</b>	<b>Number upheld</b>
<b>Mortgages</b>	2	1
<b>Savings</b>	34	4

<b>Complaints assessed by the Financial Ombudsman Service (FOS) in the period 01/01/2020 - 30/06/2020</b>		
<b>Area</b>	<b>Number of cases sent to FOS</b>	<b>Upheld</b>
<b>Mortgages</b>	1	0
<b>Savings</b>	1	0

<b>Complaints closed by MHBS in the period 01/07/2020 - 31/12/2020</b>		
<b>Area</b>	<b>Number</b>	<b>Number upheld</b>
<b>Mortgages</b>	9	1
<b>Savings</b>	27	6

<b>Complaints assessed by the Financial Ombudsman Service (FOS) in the period 01/07/2020 - 31/12/2020</b>		
<b>Area</b>	<b>Number of cases sent to FOS</b>	<b>Upheld</b>
<b>Mortgages</b>	2	0
<b>Savings</b>	1	0