

### Complaints record 2022

<b>Complaints closed by MHBS in the period 01/01/2022 – 30/06/2022</b>		
<b>Area</b>	<b>Number</b>	<b>Number upheld</b>
<b>Mortgages</b>	9	1
<b>Savings</b>	30	9

<b>Complaints assessed by the Financial Ombudsman Service (FOS) in the period 01/01/2022 - 30/06/2022</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 01/07/2022 - 31/12/2022</b>		
<b>Area</b>	<b>Number</b>	<b>Number upheld</b>
<b>Mortgages</b>	9	1
<b>Savings</b>	30	10

<b>Complaints assessed by the Financial Ombudsman Service (FOS) in the period 01/07/2022 - 31/12/2022</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