



**Market Harborough**  
BUILDING SOCIETY

### Complaints record 2024

#### Complaints closed by MHBS in the period: 01/01/2024 – 30/06/2024

Area	Number	Number Upheld
Mortgages	4	3
Savings	22	4

#### Complaints assessed by the Financial Ombudsman Service (FOS) in the period: 01/01/2024 – 30/06/2024

Area	Number	Number Upheld
Mortgages	1	0
Savings	4	3

#### Complaints closed by MHBS in the period: 01/07/2024 – 31/12/2024

Area	Number	Number Upheld
Mortgages	12	7
Savings	40	19
Insurance	1	0

#### Complaints assessed by the Financial Ombudsman Service (FOS) in the period: 01/07/2024 – 31/12/2024

Area	Number	Number Upheld
Mortgages	0	0
Savings	0	0
Insurance	0	0