

## Our Track record with dealing with complaints

The table below shows the number of complaints we resolved between 1 July 2015 and 31 December 2015.

Complaints closed by MHBS in the period 01/07/2015 - 31/12/2015		
Area	Number	Number Upheld
Mortgages	5	1
Savings	4	0

Complaints assessed by the Financial Ombudsman Service (FOS) in the period 01/07/2015 - 31/12/2015		
Area	Number of cases sent to FOS	Upheld
Mortgages	2	Partially 1
Savings	1	1

In the same time period the Financial Ombudsman Service assessed 991 cases across the industry relating to Mortgages and Savings. Out of these a total of 232 were upheld ([FOS](#), 2016).