

Our Track record with dealing with complaints

The table below shows the number of complaints we resolved between 1 January 2016 and 30 June 2016.

Complaints closed by MHBS in the period 01/01/2016 - 30/06/2016		
Area	Number	Number Upheld
Mortgages	2	1
Savings	2	1

Complaints assessed by the Financial Ombudsman Service (FOS) in the period 01/01/2016 - 30/06/2016		
Area	Number of cases sent to FOS	Upheld
Mortgages	0	0
Savings	0	0

In the same time period the Financial Ombudsman Service assessed 303 cases across the industry relating to Mortgages and Savings. Out of these a total of 83 were upheld ([FOS](#), 2016).