

Complaints record 2023

Complaints closed by MHBS in the period: 01/01/2023 – 30/06/2023		
Area	Number	Number upheld
Mortgages	7	0
Savings	20	3

Complaints assessed by the Financial Ombudsman Service (FOS) in the period: 01/01/2023 – 30/06/2023		
Area	Number	Number upheld
Mortgages	0	0
Savings	1	0

Complaints closed by MHBS in the period: 01/07/2023 – 31/12/2023		
Area	Number	Number upheld
Mortgages	5	1
Savings	24	9

Complaints assessed by the Financial Ombudsman Service (FOS) in the period: 01/07/2023 – 31/12/2023		
Area	Number	Number upheld
Mortgages	0	0
Savings	2	0