

Complaints record 2021

Complaints closed by MHBS in the period 01/01/2021 – 30/06/2021		
Area	Number	Number upheld
Mortgages	5	3
Savings	16	0

Complaints assessed by the Financial Ombudsman Service (FOS) in the period 01/01/2021 - 30/06/2021		
Area	Number of cases sent to FOS	Upheld
Mortgages	2	1
Savings	3	1

Complaints closed by MHBS in the period 01/07/2021 - 31/12/2021		
Area	Number	Number upheld
Mortgages	5	1
Savings	15	4

Complaints assessed by the Financial Ombudsman Service (FOS) in the period 01/07/2021 - 31/12/2021		
Area	Number of cases sent to FOS	Upheld
Mortgages	1	0
Savings	0	0

