

GRG Complaints - Progress report Fri 28-Aug-2020

| | Current period | | Change on prior period | % |
|--|----------------|---|------------------------|----------|
| <u>Complaint Summary</u> | Fri 28-Aug | | Fri 31-Jul | Complete |
| Complaints received and outcome letters sent | 2,693 | | | |
| Of which eligible to appeal | 2,421 | | | |
| Customer outcomes | | | | |
| All allegations upheld | 49 | | | |
| Some allegations upheld | 1,335 | | | |
| Apology only | 78 | | | |
| No allegations upheld - eligible to appeal | 791 | | | |
| No allegations upheld - not eligible to appeal | 117 | | | |
| Case closed no investigation required | 323 | | | |
| Total | 2,693 | | | |
| Analysis of outcome letters sent | | | | |
| Appeals under review ⁽¹⁾ | 50 | ➔ | | |
| Customer not yet responded | 100 | | | |
| No offer made | 1,163 | | | |
| Outcome accepted | 886 | | | |
| Outcome lapsed | 494 | | | |
| Total | 2,693 | | | |
| | | | | |
| Consequential Loss Summary | | | | |
| CL claims received | 235 | | 14 | |
| CL claims reviewed | 209 | | 14 | 89% |
| Decisions made | 206 | | 14 | 88% |
| Letters Sent | 202 | | 17 | 86% |
| Analysis of Consequential Loss letters sent | | | | |
| Customer not yet responded | 28 | | | |
| Appeals under review | 48 | ➔ | | |
| No offer made | 68 | | | |
| Outcome accepted | 55 | | | |
| Outcome lapsed | 3 | | | |
| Total | 202 | | | |

Appeals Summary: ⁽²⁾

| | |
|----------------------------|------|
| Appeals made to date | 1008 |
| Appeals Under Review | 48 |
| Referred back to Bank | 2 |
| Appeal Outcome Letter Sent | 958 |

Appeals Summary: ⁽²⁾

| | |
|----------------------------|----|
| Appeals made to date | 67 |
| Appeals Under Review | 48 |
| Appeal Outcome Letter Sent | 19 |

- Note 1: Includes referred back to the Bank.

- Note 2: Appeal numbers have been produced by the Bank and are not reconciled with the ITP, and may therefore be subject to change.

GRG Complaints - Outcome & Offer Analysis Fri 28-Aug-2020

| Key Allegation: | Bank Review - Allegations | | | | | | ITP Review - Appeals | | | | | TOTAL |
|--|---------------------------|-------------|---------------------------|------------|--|--|-------------------------|-------------|--------------------------------|------------|--------------------------------------|---|
| | No. of Allegations | % | No. of Upheld Allegations | % | Direct Loss Offers, including refunds and applicable AFR payment | Total Redress (Including the balance of AFR Payments for the Outcome Population) | No. of Appeal Decisions | % | No. of Upheld Appeal Decisions | % | Incremental Redress following Appeal | Consolidated Redress (Bank Review + Appeal) |
| Communication about the transfer | 755 | 3% | 344 | 46% | £149,020 | £149,020 | 195 | 3% | 16 | 8% | £0 | £149,020 |
| Incorrectly placed into GRG | 1,413 | 6% | 50 | 4% | £118,228 | £118,228 | 420 | 7% | 10 | 2% | £0 | £118,228 |
| Delay in return to mainstream | 299 | 1% | 25 | 8% | £21,500 | £21,500 | 74 | 1% | 3 | 4% | £0 | £21,500 |
| TRANSFER IN/OUT | 2,467 | 11% | 419 | 17% | £288,748 | £288,748 | 689 | 12% | 29 | 4% | £0 | £288,748 |
| Margins | 2,620 | 11% | 489 | 19% | £5,709,718 | £5,709,718 | 607 | 10% | 41 | 7% | £424,404 | £6,134,122 |
| Arrangement Fees | 3,416 | 15% | 1246 | 36% | £6,317,095 | £6,317,095 | 711 | 12% | 61 | 9% | £171,404 | £6,488,500 |
| AFR: | 1,898 | 8% | 1,177 | 62% | £24,571,239 | £63,162,943 | 388 | 7% | 45 | 12% | £137,442 | £63,300,385 |
| Complex Fees | 1,495 | 6% | 966 | 65% | £15,710,269 | £40,565,734 | 254 | 4% | 23 | 9% | £12,681 | £40,578,415 |
| EPA | 77 | 0% | 36 | 47% | £1,732,052 | £2,857,106 | 21 | 0% | 5 | 24% | £44,324 | £2,901,430 |
| PPFA | 326 | 1% | 175 | 54% | £7,128,918 | £19,740,103 | 113 | 2% | 17 | 15% | £80,437 | £19,820,539 |
| PRICING | 7,934 | 34% | 2,912 | 37% | £36,598,053 | £75,189,757 | 1,706 | 29% | 147 | 9% | £733,250 | £75,923,006 |
| VALUATIONS | 725 | 3% | 65 | 9% | £226,454 | £226,454 | 238 | 4% | 16 | 7% | £16,253 | £242,706 |
| WEST REGISTER | 70 | 0% | 8 | 11% | £164,654 | £164,654 | 35 | 1% | 4 | 11% | £0 | £164,654 |
| Introduction of (and/or fees from) a third party | 1,794 | 8% | 385 | 21% | £1,437,907 | £1,437,907 | 482 | 8% | 61 | 13% | £111,495 | £1,549,402 |
| New advisor/management imposed | 246 | 1% | 17 | 7% | £293,139 | £293,139 | 51 | 1% | 5 | 10% | £0 | £293,139 |
| Forced sale of an asset | 1,122 | 5% | 10 | 1% | £104,047 | £104,047 | 310 | 5% | 7 | 2% | £2,988 | £107,035 |
| Forced into Insolvency | 292 | 1% | 1 | 0% | £10,000 | £10,000 | 77 | 1% | 1 | 1% | £0 | £10,000 |
| Other unfair treatment | 3,107 | 13% | 392 | 13% | £734,004 | £734,004 | 971 | 16% | 59 | 6% | £64,535 | £798,539 |
| UNFAIR TREATMENT - ACTIONS | 6,561 | 28% | 805 | 12% | £2,579,097 | £2,579,097 | 1891 | 32% | 133 | 7% | £179,018 | £2,758,115 |
| Unreasonable repayment demands | 1,642 | 7% | 112 | 7% | £292,264 | £292,264 | 403 | 7% | 25 | 6% | £149,345 | £441,609 |
| Unsatisfactory restructuring proposals | 2,484 | 11% | 301 | 12% | £544,921 | £544,921 | 329 | 6% | 37 | 11% | £26,065 | £570,986 |
| Other | 436 | 2% | 33 | 8% | £101,601 | £101,601 | 363 | 6% | 13 | 4% | £94 | £101,695 |
| PROVISION OF FINANCE | 4,562 | 20% | 446 | 10% | £938,786 | £938,786 | 1095 | 18% | 75 | 7% | £175,504 | £1,114,290 |
| RM BEHAVIOUR | 998 | 4% | 94 | 9% | £169,522 | £169,522 | 273 | 5% | 20 | 7% | £0 | £169,522 |
| <i>8% simple interest on above Offers</i> | | | | | £13,253,791 | £13,253,791 | | | | | £602,667 | £13,856,458 |
| ALLEGATIONS CONSIDERED | 23,317 | 100% | 4,749 | 20% | £54,219,104 | £92,810,808 | 5,927 | 100% | 424 | 7% | £1,706,691 | £94,517,499 |

- The offers in respect of upheld Complex Fee, EPA and PPFA complaints includes £17,649,474 already offered under the Automatic Fee Refund (AFR) process.
- Each complaint is themed into allegations which are then individually assessed. The 23,317 allegations relate to 2,693 complaints.
- The average value of an offer across the 1343 complaints to get a monetary offer is £41,642.
- The 5,927 appeal decisions relate to 958 appeal outcomes.
- The average value of an appeal outcome across the 131 appellants to get a monetary offer is £13,028.

GRG Complaints - Consequential Loss Claim Analysis Fri 28-Aug-2020

| Claim Type: | Claim | | | Decision | | | | | ITP Review - Appeals | | | | TOTAL | |
|--|--------------------|-------------|---------------------|-------------|------------------|-------------------------------|--------------|-------------------|-------------------------|-------------|--------------------------------|-----------|--------------------------------------|--|
| | No. of Claim Types | % | Amount Claimed | In Progress | Accepted in Full | Accepted but different Amount | Not Accepted | Amount Offered | No. of Appeal Decisions | % | No. of Upheld Appeal Decisions | % | Incremental Redress following Appeal | Consolidated CL Redress (Bank Review + Appeal) |
| Loss of profit / Lost opportunity | 247 | 21% | £141,975,966 | 57 | - | 6 | 184 | £417,708 | 5 | 9% | 0 | 0% | £0 | £417,708 |
| Asset disposal | 144 | 12% | £79,052,333 | 10 | - | 8 | 126 | £252,050 | 17 | 32% | 1 | 6% | £31,025 | £283,075 |
| Increased cost of borrowing | 196 | 17% | £17,029,890 | 12 | 3 | 16 | 165 | £587,237 | 7 | 13% | 1 | 14% | £9,806 | £597,043 |
| Legal & professional fees | 300 | 25% | £5,517,254 | 42 | 26 | 61 | 171 | £678,647 | 8 | 15% | 0 | 0% | £0 | £678,647 |
| Tax differential | 24 | 2% | £505,738 | 9 | 1 | - | 14 | £9,634 | 0 | 0% | 0 | 0% | £0 | £9,634 |
| Claim preparation fees | 114 | 10% | £2,202,523 | 11 | 19 | 41 | 43 | £235,291 | 3 | 6% | 0 | 0% | £0 | £235,291 |
| Wasted management time | 69 | 6% | £2,414,373 | 8 | - | 6 | 55 | £86,252 | 4 | 8% | 0 | 0% | £0 | £86,252 |
| Physical inconvenience / loss of amenity | 69 | 6% | £2,281,633 | 6 | - | - | 63 | £20,000 | 2 | 4% | 0 | 0% | £0 | £20,000 |
| Claim from a guarantor | 23 | 2% | £2,746,184 | - | 1 | - | 22 | £8,641 | 7 | 13% | 0 | 0% | £0 | £8,641 |
| Other | | | | | | | | £272,790 | | | | | | £272,790 |
| CLAIM TYPES CONSIDERED | 1,186 | 100% | £253,725,893 | 155 | 50 | 138 | 843 | £2,568,249 | 53 | 100% | 2 | 4% | £40,832 | £2,609,081 |

- Each claim is categorised into claim types. The 1186 claim types relate to 235 claims received.
- The average value of claims received is £1,079,685.
- The average value of an offer across the 128 claims to get a monetary offer is £20,064.
- The 53 appeal decisions relate to 19 appeal outcomes.
- The average value of an appeal outcome across the 2 appellants to get a monetary offer is £20,416.