

GLOSSARY OF TERMS | Complaints Publication Report

Complaint publication report

A standardised publication template for use by each reporting institution, for use when publicly reporting the complaint data that was reported to the Financial Services Authority (FSA) for the last six month reporting period. Bank of Ireland is not required to make this publication in the UK jurisdiction, but we have done so in the interests of transparency and our customer commitment.

Firm name

Name of the legal entity authorised by the FSA, under which we report complaint data. A single firm may incorporate and operate a number of brands or trading names.

Group

Term for a collective of individually authorised firms or legal entities, which are part of a wider financial services organisation. Bank of Ireland; Bank of Ireland Mortgages; Bank of Ireland Mortgages UK; Bristol & West Property Finance; and Post Office Financial & Travel Services, in addition to all the other firms whose complaint data we have published, are all part of the Bank of Ireland Group.

Period covered

The FSA reporting period to which the published complaint data relates to. We report complaint data to the FSA twice yearly, from the periods 1st January to 30th June and again from the 1st July to 31st December. Reports must be submitted to the FSA 30 business days from the end of the reporting period.

Brands/trading names

We maintain a number of 'third party' business arrangements whereby other organisations promote and market products provided or underwritten by BOIG (or have done so in the past), for example Post Office Financial and Travel Services.

We have listed the brand names of these firms in our report as a portion of complaints received by these brands / trading names are managed at Bank of Ireland.

Number of Complaints Opened

All complaints that are not resolved by close of business, the business day after the complaint was received are 'FSA reportable'. This categorisation is set out by the FSA in the dispute resolution complaint handling rules 'DISP'.

Number of Complaints Closed

Complaints which were resolved during the FSA complaint reporting period (see 'Period covered' above). Please note that some complaints, which are opened in one reporting period, may be closed in another.

Complaints Closed within 8 weeks

A measure of how quickly we resolve reportable complaints. FSA complaint handling rules indicate that we have 8 weeks from the date we receive a complaint to provide a final response or explain why we are not yet in a position to respond. Cases extending beyond 8 weeks are usually a reflection of their complex or very historic nature.

Complaints upheld by firm

Complaints accepted and where we find in the customer's favour. We may accept or reject a complaint following a prompt, thorough and fair investigation. Where we accept the complaint we will endeavour to put things right, first time.

Product Groupings / Categorisation

The FSA require firms to report complaint data under five product/service groupings. All products and services that we offer in the UK are covered by these five FSA categories – Banking, Home Finance, General Insurance & Pure Protection, Decumulation, Life and Pensions, Investments.

Our main product types that fall into each of these FSA categories are described below – please note this is not an exhaustive listing.

- 1. Banking:** current accounts, savings incl. cash ISAs (tax free individual savings accounts), credit cards.
- 2. Home finance:** mortgages, equity release products and other regulated and non-regulated home finance products.
- 3. General insurance and pure protection:** general insurance products, buildings & contents insurance, travel insurance, protection products; payment protection insurance, income protection, critical illness insurance.
- 4. Decumulation, life and pensions:** personal pensions, mortgage endowments, savings endowments, whole of life policies. *Decumulation* is a term that describes accumulated assets used to fund income requirements, typically for retirement.
- 5. Investments:** portfolio management & share dealing, investment bonds, stocks & shares ISAs.

Context

Additional explanatory information provided by the firm, which puts the data contained in the complaints publication report into context for the reader.