

## How we resolve our complaints\*

In order to improve our service year on year, we aim to set the standard for treating every complaint quickly and fairly. So you can see how we are doing, a summary of our complaints data for the first half of 2012 is set out below. This information has also been shared with the Financial Services Authority.

**Firm Name:** Marks & Spencer Financial Services

**Trading names covered:** M&S Money

Product/ Service Group	Number of complaints opened	Number of complaints closed	Complaints closed within 8 weeks	Closed complaints upheld by firm*
Banking	9,093	9,422	97.99%	48.16%
Home Finance	n/a	n/a	n/a	n/a
General Insurance and Pure Protection	22,328	16,234	47.20%	62.73%
Decumulation, Life and Pensions	n/a	n/a	n/a	n/a
Investments	0	0	n/a	n/a

Banking includes our lending products (cards, loans, personal reserve) and savings products. Decumulation is the way in which customers can turn their accumulated assets into an income.

- Banking: We have 2.6 opened complaints per 1,000 relevant banking accounts. We closed 9,422 complaints. \*\*
- General Insurance and Pure Protection: M&S Bank stopped selling Payment Protection Insurance in April 2008. The volume of PPI complaints that have been opened has continued to increase from those recorded in the second half of 2011.\*\*\* Complaints opened in 2011 and then closed in 2012 were subject to an FSA waiver on the 8 week rule.
- Investments: We have 0 opened complaints per 1,000 investment products.

\* Complaints upheld by firm refers to the percentage of complaints that the bank has found in the customer's favour either in whole or part.

\*\* The number of complaints received from Complaints Management Companies has continued to increase in the first half of 2012. Excluding these figures the underlying trend for complaints has decreased.

\*\*\* Complaints within the General Insurance and Pure Protection category relate to existing and closed policies. In line with industry practice, the number of open and closed complaints do not include complaints from customers who had not purchased the product.