

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 second half of 2015 is set out below. This information has also been shared with the Financial Conduct Authority.

Firm name: Marks & Spencer Financial Services Plc

Trading names covered: M&S Money, M&S Bank, M&S Insurance, M&S Savings and Investments

Product/Service Group	Number of complaints opened	Number of complaints closed	Complaints closed within 8 weeks	Closed complaints upheld by firm*
Banking	4,103	4,115	98.03%	45.15%
Home Finance	n/a	n/a	n/a	n/a
General Insurance and Pure Protection	10,881	10,295	99.26%	61.70%
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), savings and current account products. Decumulation is the way in which customers can turn their accumulated assets into an income.

- Banking: We have 1.43 opened complaints per 1,000 relevant banking accounts. We closed 4,115 complaints.
- General Insurance and Pure Protection: We have 0.61 opened complaints per 1,000 general insurance and pure protection products. This excludes complaints relating to payment protection insurance which M&S Bank stopped selling in April 2008. With PPI complaints included, we received 20.25 complaints per 1,000 relevant accounts.**
- Investments: We have 0 opened complaints per 1,000 investment products. We closed 0 complaints.

In the final six months of 2015, we also opened 16 complaints relating to Marks and Spencer Unit Trust Management Ltd and 2 complaints relating to Marks and Spencer Savings and Investments Ltd.

* 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.

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