

timetable for resolving older payment protection insurance (PPI) cases



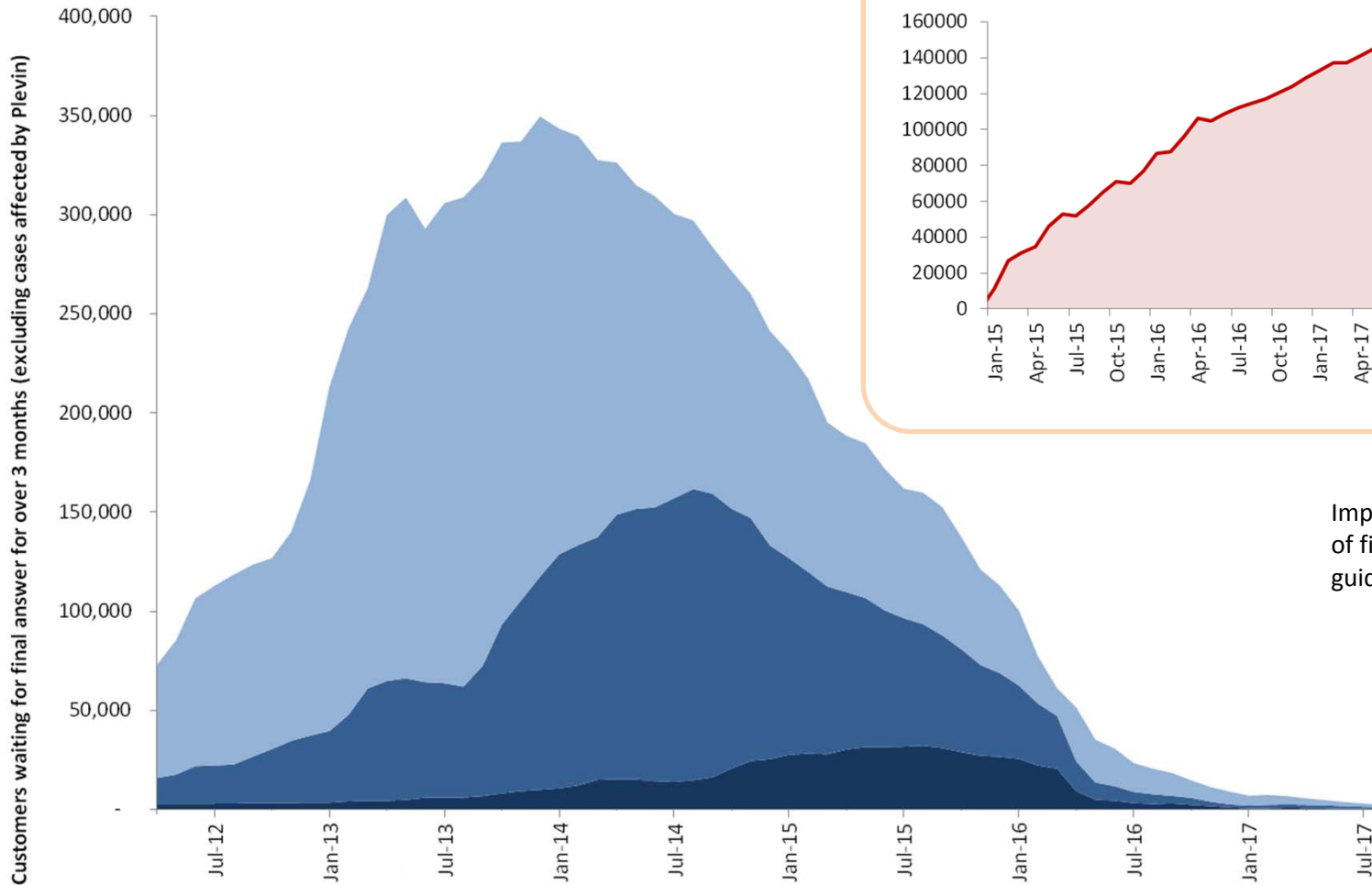
The position in March 2017

By March 2017 the number of complaints the Financial Ombudsman Service had received about PPI had increased to more than 1.7 million, of which approximately 1.5 million had been resolved. Around 140,000 of those cases which are yet to be resolved are impacted by the Supreme Court's decision in *Plevin v Paragon Personal Finance Ltd (Plevin)*.

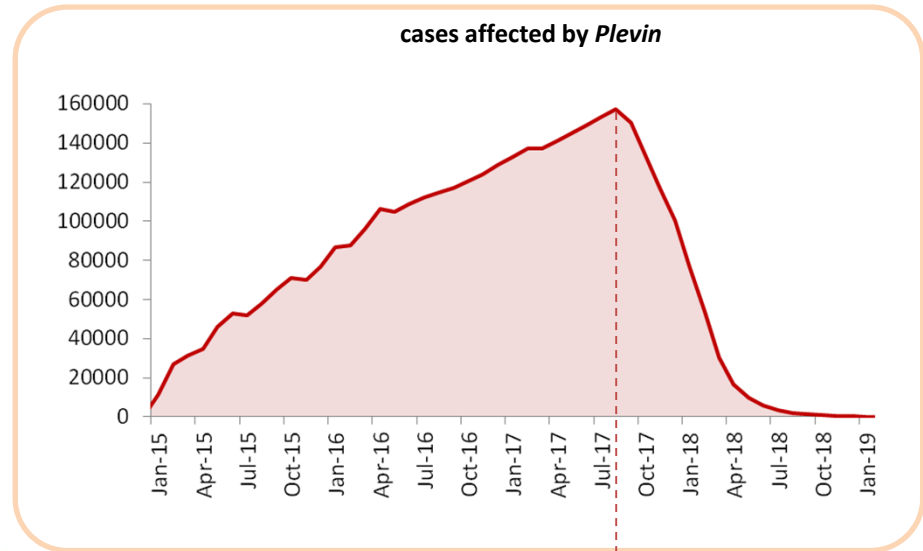
We are now routinely resolving PPI cases which are not impacted by *Plevin* within 3 months - however it is likely that we will continue to have a small number of cases which take longer, for example because they are subject to a legal challenge. Of course, exactly how quickly *Plevin* cases are resolved also depends on how well businesses, including claims management companies, follow the guidance and provide us with appropriate information. These are cases where we have already provided an answer on the mis-selling complaint, but have committed to helping people to get their *Plevin* answer too, which is why we still have them.

Our original planning assumption was that the FCA's *Plevin* guidance, and any new rules, would be published in the first half of 2016. The FCA's final rules and guidance were published on 2 March 2017 and are not due to come into force until the end of August 2017. The charts on page 2 set out our timetable for handling PPI cases, including those which are impacted by the *Plevin* judgment now that the FCA has confirmed its approach. We expect that we will have around 160,000 *Plevin* cases by the time the FCA's guidance comes into force and estimate that it could take us around fifteen months to resolve them. Some of these cases have already been with us for some time, as the Supreme Court Judgment in *Plevin* was made in November 2014.

timetable for resolving older PPI cases – updated March 2017



- customers waiting - 2yrs +
- customers waiting - 1 to 2 yrs
- customers waiting - 3m to 1yr



Implementation of final rules and guidance