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Mortgage Intermediary Census

AMI Results
September 2008





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Introduction

Mortgage Intermediary Census provides a unique source of insights into the attitudes and behaviours of mortgage intermediaries

- In September 2008 the AMI questions focused on client complaints via FOS and CMCs
- 225 advisers responded to the survey
- Fieldwork was undertaken between 16th and 26th September



Changes in Complaints Received

Only minority of advisers say there has been an increase in claims received; there has been no change in complaints overall for 2 in 5, while the majority say they have never had a complaint via a CMC

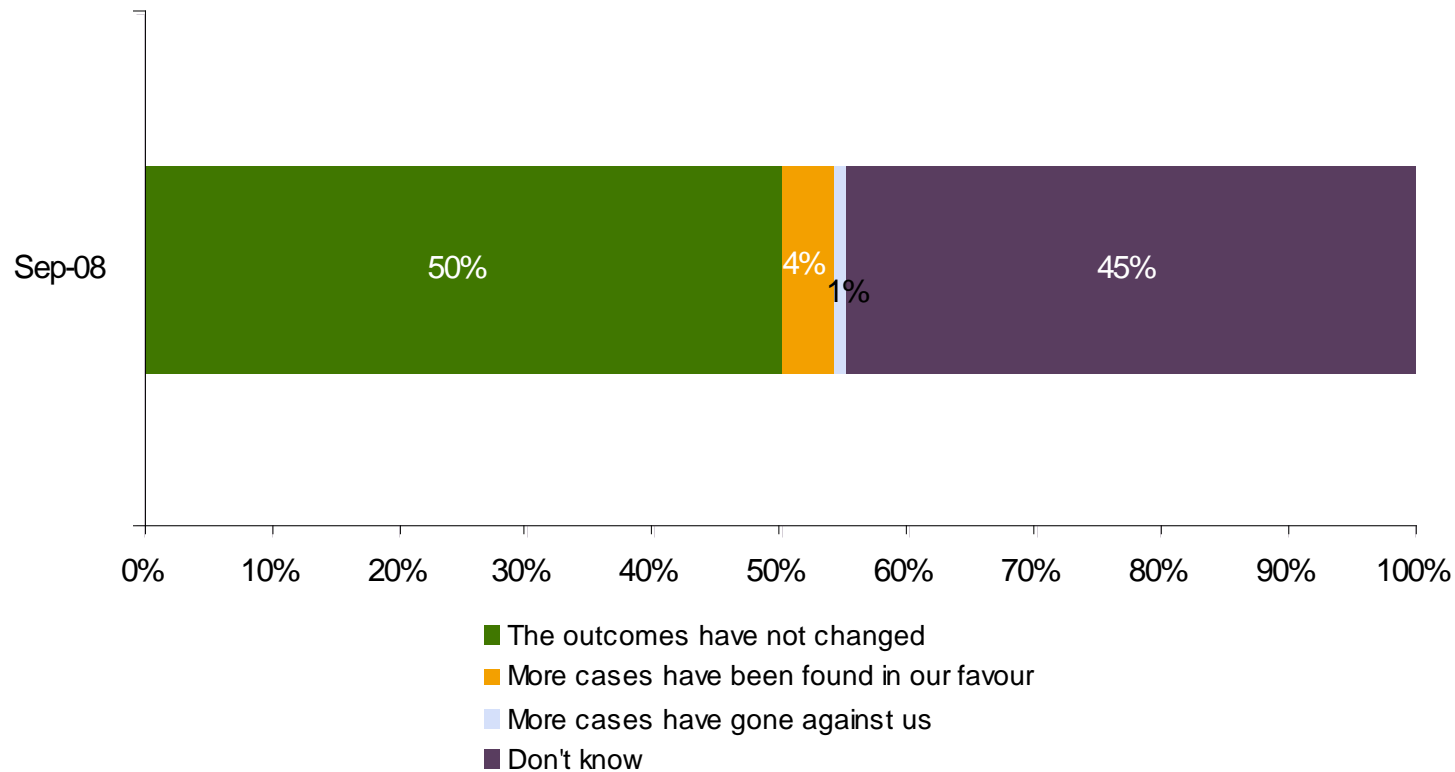


Base: Q1 All respondents (225), Q2 All receiving any complaints (109), Q3 All respondents (225)
 Q1: During the last year, has the number of complaints from clients received by your firm changed? Q2: During the last year, has the number of complaints being referred to FOS (Financial Ombudsman Service) by your clients changed? Q4: During the last year have you received more complaints via Claims Management Companies (CMCs)?



Outcome of complaints referred to FOS

Among those who have received claims via the FOS, half say that generally outcomes have not changed over the last year



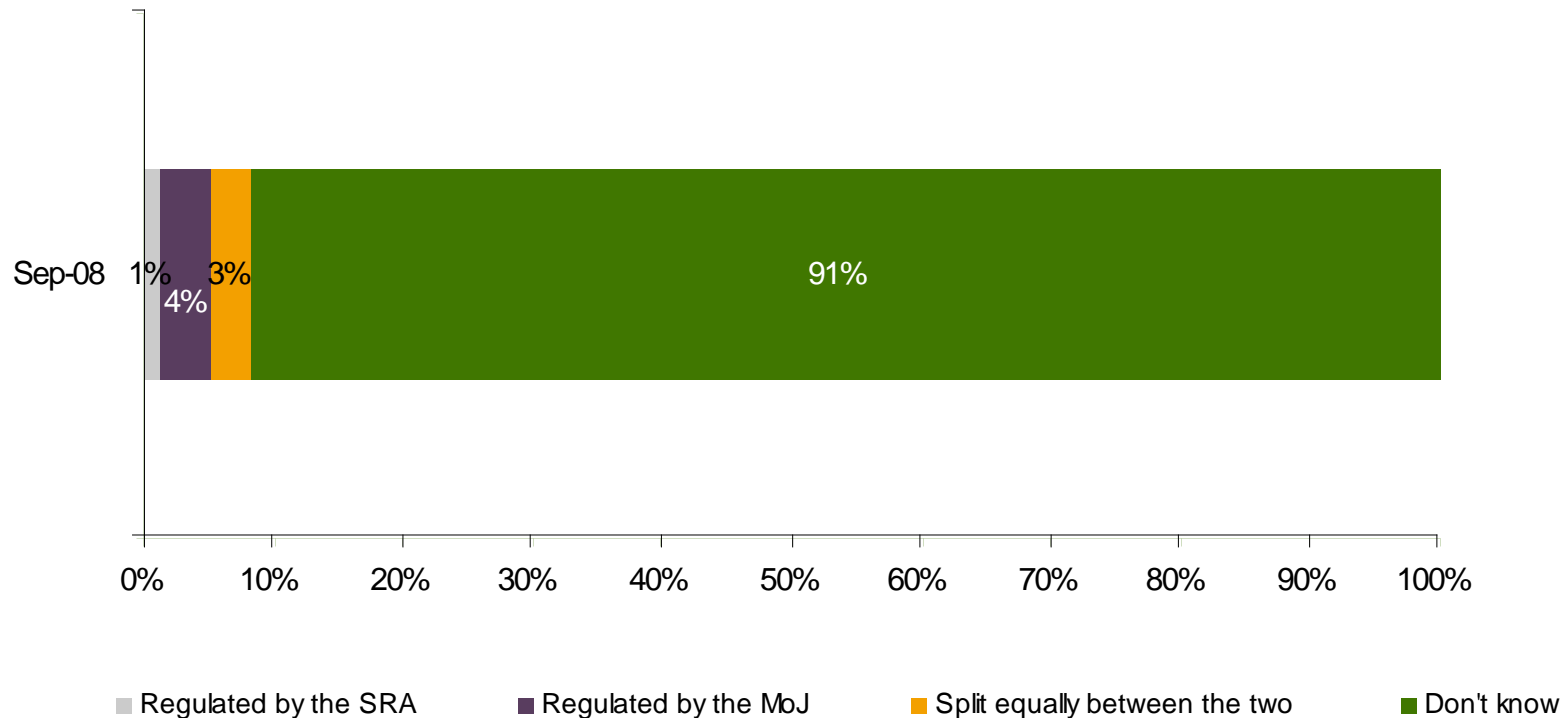
Base: All who have received complaints via FOS (74)

Q3: During the last year, of the complaints that are referred to FOS, have you seen any changes in the outcomes generally?



Regulation of CMCs

The vast majority of those advisers receiving claims via CMCs do not know who they were regulated by; under 1 in 10 are known to have been regulated by the MoJ and / or the SRA



Base: All who have received complaints via CMCs (67)

Q5: All CMCs must be regulated by either the Solicitors Regulation Authority (SRA) or the Ministry of Justice (MoJ). Of the CMCs you have dealt with are more...



Contacts

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