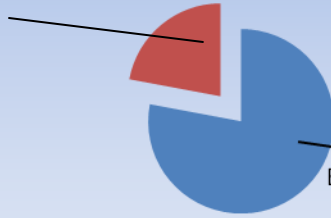


FOS Complaint Enquiries Received 1st Dec 07 - 20 Nov 08

No of
Complaints
referred to
Adjudicators
22%



No of
Complaints
Enquiries that
did not
progress
78%