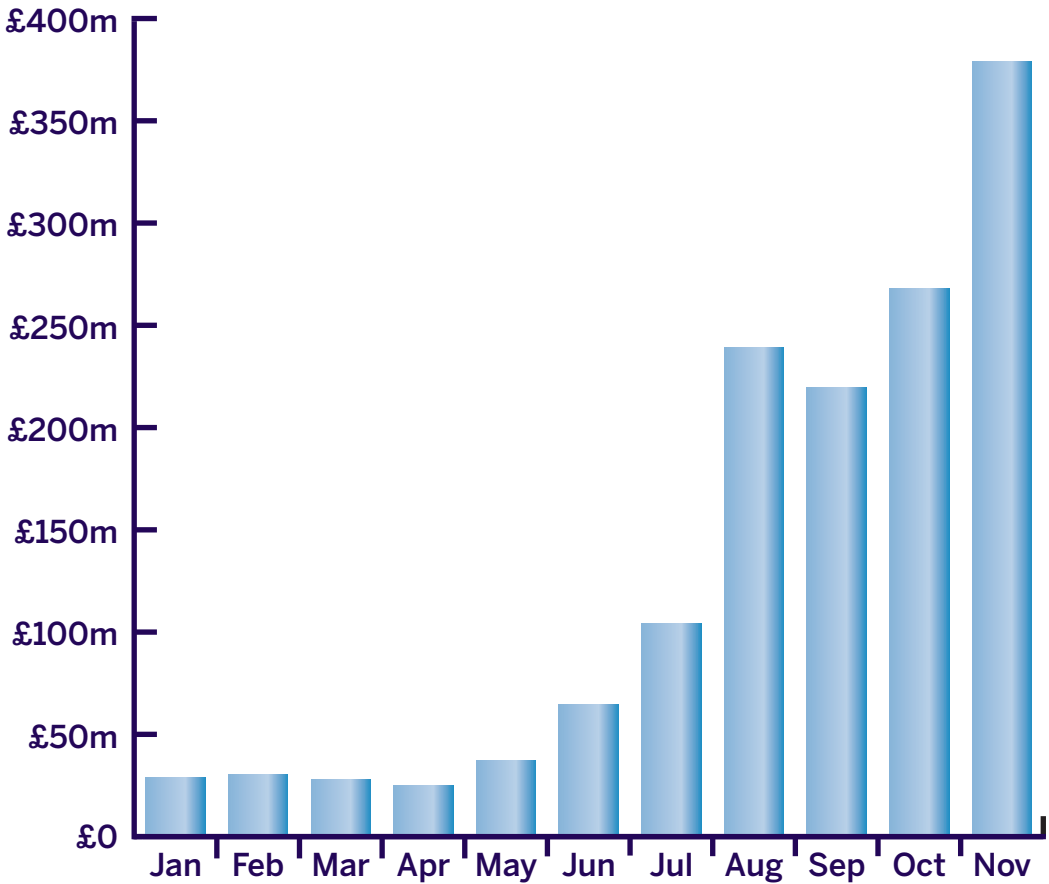
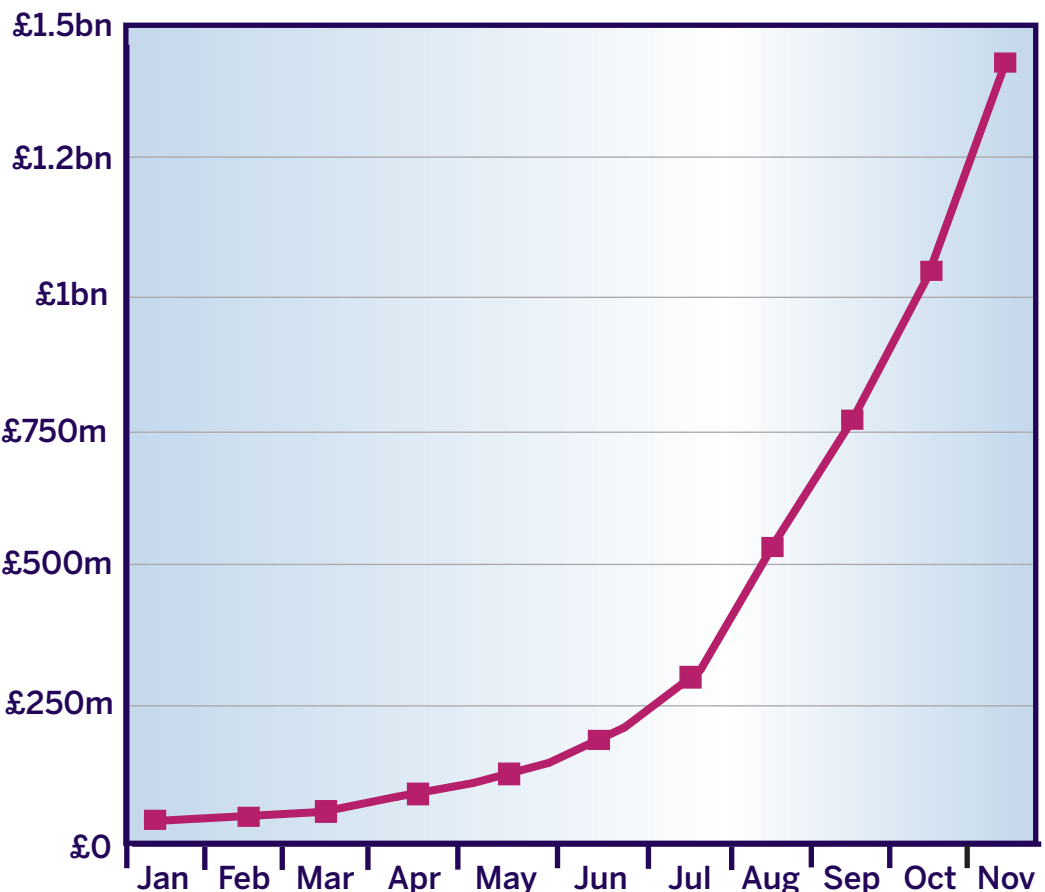


Payment Protection Insurance monthly redress paid 2011



Source: Data from 16 firms which collectively had a 92% share of PPI complaints in the first half of 2011. The data reported to us by firms includes ex-gratia payments made to complainants and cases settled at the Financial Ombudsman Service.

Payment Protection Insurance cumulative redress paid 2011



Source: Data from 16 firms which collectively had a 92% share of PPI complaints in the first half of 2011. The data reported to us by firms includes ex-gratia payments made to complainants and cases settled at the Financial Ombudsman Service.