

FOS Publishes PPI Complaints Case Studies

Financial Ombudsman Service (FOS) Publishes Payment Protection Insurance (PPI) Complaint Case Studies

By Ian Norman, 24 June 2010

An insight into how PPI complaints will be assessed...

The FOS has recently published a series of case studies illustrating how it will assess the various types of complaints being brought against financial institutions and financial services firms.

Case studies have been set out to give firms and those affected by the huge number of complaints, an

insight into how they will be assessed by the watchdog. This will no doubt help firms to consider the merits of potential claims and are a benchmark to those who have an interest.

The case studies can be viewed by clicking [this link](#).

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