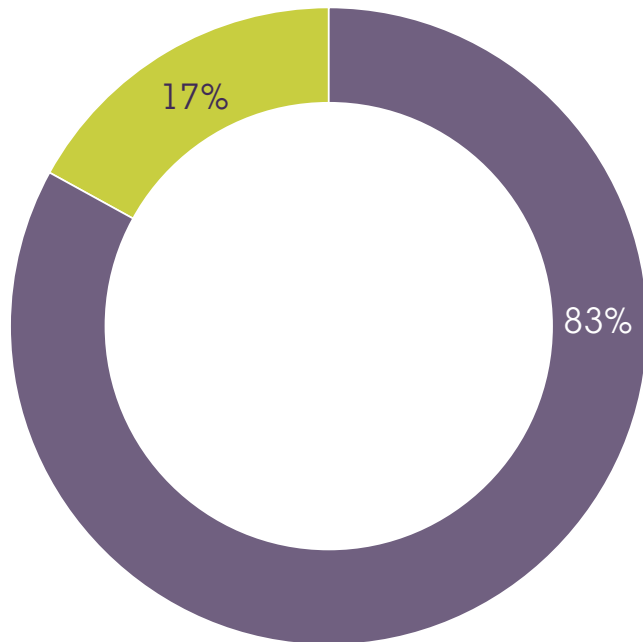


## FOS has broad membership across the Financial Services Sector

83% of our licensee members are sole operators or small organisations



- Sole operators or small organisations
- Large and medium organisations

## In 2015-16



Over 200,000 people contacted us



Over 34,000 disputes were received - 88% of financial services disputes lodged across FOS and the CIO



43% of all disputes were resolved in one month



The average time to resolve a dispute is 62 days



Dispute resolution staff have a wide blend of skills across legal, accounting, economics, financial planning and conciliation areas



Our members cover the full range of financial services across investments and advice, banking and finance and insurance

