| Reference | Label | XML Name | Data Type | Validation / Error Messages | Error code | Additional Information |
|---|---|---|---|---|---|---|
|  | Part A-2, DISP 1 Annex 1R<br>For firms receiving more than 500 complaints in the reporting period | DispPartA-2 |  | Conditional: if 49A is less than 500, then Part A-2 must not be completed.. | ERR0050 | If 49A < 500 then must be omitted |
| 50 to 104 | Table 4<br>Complaints opened when greater than or equal to 500 opened complaints | Table4-OpenedGreaterEqual500 |  | Conditional: the table must not be completed if 2A = "yes". | ERR0050 |  |
| 50 to 56 | Banking and credit cards | BankingCreditCards |  |  |  |  |
| 50 | Current accounts | CurrentAccounts | Table4LessClaimsStr |  |  |  |
| 50A | Total | Total | IntPos | Conditional: the total is mandatory only if another element in the row is also completed, otherwise must not be completed.<br>50A must be the total of all entries in the row. | ERR0050<br><br>ERR0030 | If (50B:50N) are not completed then must be omitted<br><br>50A = SUM (50B:50N) |
| 50B to 50C | Advising, selling and arranging | AdvSellArr |  |  |  |  |
| 50B | Unsuitable advice | Unsuitable | IntPos |  |  |  |
| 50C | Unclear guidance / arrangement | Unclear | IntPos |  |  |  |
| 50E to 50G | Information, sums/ charges or product performance | DisputesAndProducts |  |  |  |  |
| 50E | Disputes over sums / charges | Disputes | IntPos |  |  |  |
| 50F | Product performance / features | Performance | IntPos |  |  |  |
| 50G | Product disclosure information | Disclosure | IntPos |  |  |  |
| 50I to 50K | General admin/ customer service | AdminAndService |  |  |  |  |
| 50I | Errors / not following instructions | Errors | IntPos |  |  |  |
| 50J | Delays / timescales | Delays | IntPos |  |  |  |
| 50K | Other general admin/customer service | OtherGen | IntPos |  |  |  |
| 50M | Arrears Related | ArrearsRelated |  |  |  |  |
| 50M | Arrears related | Arrears | IntPos |  |  |  |
| 50N | Other | OtherRelated |  |  |  |  |
| 50N | Other | Other | IntPos |  |  |  |
| 51 | Credit cards | CreditCards | Table4LessClaimsStr |  |  |  |
|  |  |  |  |  |  | Repeat definitions Table 4 Row 50, including validation rules |
| 52 | Overdrafts | Overdrafts | Table4LessClaimsStr |  |  |  |
|  |  |  |  |  |  | Repeat definitions Table 4 Row 50, including validation rules |
| 53 | Packaged accounts | PkgAccounts | Table4LessClaimsStr |  |  |  |
|  |  |  |  |  |  | Repeat definitions Table 4 Row 50, including validation rules |
| 54 | Savings (including ISAs) | Savings | Table4LessClaimsStr |  |  |  |
|  |  |  |  |  |  | Repeat definitions Table 4 Row 50, including validation rules |
| 55 | Other banking - Please provide details below | OtherBanking | Table4XLessClaimsStr |  |  |  |
| 55X | Product/service | OtherProductServices | Str100 |  |  |  |
| 55A | Total | Total | IntPos | Conditional: the total is mandatory only if another element in the row is also completed, otherwise must not be completed.<br>55A must be the total of all entries in the row. | ERR0050<br><br>ERR0030 | If (55B:55N) are not completed then must be omitted<br><br>55A = SUM (55B:55N) |
| 55B to 55C | Advising, selling and arranging | AdvSellArr |  |  |  |  |
| 55B | Unsuitable advice | Unsuitable | IntPos |  |  |  |
| 55C | Unclear guidance / arrangement | Unclear | IntPos |  |  |  |
| 55E to 55G | Information, sums/ charges or product performance | DisputesAndProducts |  |  |  |  |
| 55E | Disputes over sums / charges | Disputes | IntPos |  |  |  |
| 55F | Product performance / features | Performance | IntPos |  |  |  |
| 55G | Product disclosure information | Disclosure | IntPos |  |  |  |
| 55I to 55K | General admin/ customer service | AdminAndService |  |  |  |  |
| 55I | Errors / not following instructions | Errors | IntPos |  |  |  |
| 55J | Delays / timescales | Delays | IntPos |  |  |  |
| 55K | Other general admin/customer service | OtherGen | IntPos |  |  |  |
| 55M | Arrears Related | ArrearsRelated |  |  |  |  |
| 55M | Arrears related | Arrears | IntPos |  |  |  |
| 55N | Other | OtherRelated |  |  |  |  |
| 55N | Other | Other | IntPos |  |  |  |
| 56 | Total banking and credit cards | TotalBankingCreditCards | Table4LessClaimsStr |  |  |  |
| 56A | Total | Total | IntPos | 56A must be the total of all entries in column A. | ERR0030 | 56A = SUM(50A+51+52+53+54+55A) |
| 56B to 56C | Advising, selling and arranging | AdvSellArr |  |  |  |  |
| 56B | Unsuitable advice | Unsuitable | IntPos | 56B must be the total of all entries in column B. | ERR0030 | 56B = SUM(50B+51B+52B+53B+54B+55B) |
| 56C | Unclear guidance / arrangement | Unclear | IntPos | 56C must be the total of all entries in column C. | ERR0030 | 56C = SUM(50C+51C+52C+53C+54C+55C) |
| 56E to 56G | Information, sums/ charges or product performance | DisputesAndProducts |  |  |  |  |
| 56E | Disputes over sums / charges | Disputes | IntPos | 56E must be the total of all entries in column E. | ERR0030 | 56E = SUM(50E+51E+52E+53E+54E+55E) |
| 56F | Product performance / features | Performance | IntPos | 56F must be the total of all entries in column F. | ERR0030 | 56F = SUM(50F+51F+52F+53F+54F+55F) |
| 56G | Product disclosure information | Disclosure | IntPos | 56G must be the total of all entries in column G. | ERR0030 | 56G = SUM(50G+51G+52G+53G+54G+55G) |
| 56I to 56K | General admin/ customer service | AdminAndService |  |  |  |  |
| 56I | Errors / not following instructions | Errors | IntPos | 56I must be the total of all entries in column I. | ERR0030 | 56I = SUM(50I+51I+52I+53I+54I+55I) |
| 56J | Delays / timescales | Delays | IntPos | 56J must be the total of all entries in column J. | ERR0030 | 56J = SUM(50J+51J+52J+53J+54J+55J) |
| 56K | Other general admin/customer service | OtherGen | IntPos | 56K must be the total of all entries in column K. | ERR0030 | 56K = SUM(50K+51K+52K+53K+54K+55K) |
| 56M | Arrears related | ArrearsRelated |  |  |  |  |
| 56M | Arrears related | Arrears | IntPos | 56M must be the total of all entries in column M. | ERR0030 | 56M = SUM(50M+51M+52M+53M+54M+55M) |
| 56N | Other | OtherRelated |  |  |  |  |
| 56N | Other | Other | IntPos | 56N must be the total of all entries in column N. | ERR0030 | 56N = SUM(50N+51N+52N+53N+54N+55N) |
| 57 to 62 | Home finance | HomeFinance |  |  |  |  |
| 57 | Equity release | EquityRelease | Table4LessClaimsStr |  |  |  |
|  |  |  |  |  |  | Repeat definitions Table 4 Row 50, including validation rules |
| 58 | Impaired credit | ImpairedCredit | Table4LessClaimsStr |  |  |  |
|  |  |  |  |  |  | Repeat definitions Table 4 Row 50, including validation rules |
| 59 | Second and subsequent charge | SecondCharge | Table4LessClaimsStr |  |  |  |
|  |  |  |  |  |  | Repeat definitions Table 4 Row 50, including validation rules |
| 60 | Other regulated home finance products - Please provide details below | OtherRegHomeFinance | Table4XLessClaimsStr |  |  |  |
|  |  |  |  |  |  | Repeat definitions Table 4 Row 55, including validation rules |
| 61 | Other unregulated home finance products - Please provide details below | OtherUnregHomeFinance | Table4XLessClaimsStr |  |  |  |
|  |  |  |  |  |  | Repeat definitions Table 4 Row 55, including validation rules |
| 62 | Total home finance | TotalHomeFinance | Table4LessClaimsStr |  |  |  |
|  |  |  |  |  |  | Repeat definitions Table 4 Row 56, including validation rules |
| 63 to 77 | Insurance & pure protection | InsPureProtection |  |  |  |  |

| Reference | Label | XML Name | Data Type | Validation / Error Messages | Error code | Additional Information |
|---|---|---|---|---|---|---|
| 63 | Property | Property | Table4LessClaimsStr | | | |
| 63A | Total | Total | IntPos | Conditional: the total is mandatory only if another element in the row is also completed, otherwise must not be completed.<br>63A must be the total of all entries in the row excluding claims. | ERR0050<br><br>ERR0030 | If (63B:63O) are not completed then must be omitted<br><br>63A = SUM (63B:63N) |
| 63B to 63C | Advising, selling and arranging | AdvSellArr | | | | |
| 63B | Unsuitable advice | Unsuitable | IntPos | | | |
| 63C | Unclear guidance / arrangement | Unclear | IntPos | | | |
| 63E to 63G | Information, sums/ charges or product performance | DisputesAndProducts | | | | |
| 63E | Disputes over sums / charges | Disputes | IntPos | | | |
| 63F | Product performance / features | Performance | IntPos | | | |
| 63G | Product disclosure information | Disclosure | IntPos | | | |
| 63I to 63K | General admin/ customer service | AdminAndService | | | | |
| 63I | Errors / not following instructions | Errors | IntPos | | | |
| 63J | Delays / timescales | Delays | IntPos | | | |
| 63K | Other general admin/customer service | OtherGen | IntPos | | | |
| 63M | Arrears Related | ArrearsRelated | | | | |
| 63M | Arrears related | Arrears | IntPos | | | |
| 63N | Other | OtherRelated | | | | |
| 63N | Other | Other | IntPos | | | |
| 63O | Claims | ClaimsRelated | | | | |
| 63O | Number of complaints in columns B to N which are claims related | Claims | IntPos | | | |
| 64 | Motor & transport | MotorTransport | Table4Str | | | |
| | | | | | | Repeat definitions Table 4 Row 63, including validation rules |
| 65 | Travel | Travel | Table4Str | | | |
| | | | | | | Repeat definitions Table 4 Row 63, including validation rules |
| 66 | Pet | Pet | Table4Str | | | |
| | | | | | | Repeat definitions Table 4 Row 63, including validation rules |
| 67 | Warranty | Warranty | Table4Str | | | |
| | | | | | | Repeat definitions Table 4 Row 63, including validation rules |
| 68 | Assistance | Assistance | Table4Str | | | |
| | | | | | | Repeat definitions Table 4 Row 63, including validation rules |
| 69 | Medical/health | MedicalHealth | Table4Str | | | |
| | | | | | | Repeat definitions Table 4 Row 63, including validation rules |
| 70 | General insurance packaged multi products | GIPkgMP | Table4Str | | | |
| | | | | | | Repeat definitions Table 4 Row 63, including validation rules |
| 71 | Other general insurance - Please provide details below | OtherGI | Table4XStr | | | |
| 71X | Product/service | OtherProductServices | Str100 | | | |
| 71A | Total | Total | IntPos | Conditional: the total is mandatory only if another element in the row is also completed, otherwise must not be completed.<br>71A must be the total of all entries in the row excluding claims. | ERR0050<br><br>ERR0030 | If (71B:71O) are not completed then must be omitted<br><br>71A = SUM (71B:71N) |
| 71B to 71C | Advising, selling and arranging | AdvSellArr | | | | |
| 71B | Unsuitable advice | Unsuitable | IntPos | | | |
| 71C | Unclear guidance / arrangement | Unclear | IntPos | | | |
| 71E to 71G | Information, sums/ charges or product performance | DisputesAndProducts | | | | |
| 71E | Disputes over sums / charges | Disputes | IntPos | | | |
| 71F | Product performance / features | Performance | IntPos | | | |
| 71G | Product disclosure information | Disclosure | IntPos | | | |
| 71I to 71K | General admin/ customer service | AdminAndService | | | | |
| 71I | Errors / not following instructions | Errors | IntPos | | | |
| 71J | Delays / timescales | Delays | IntPos | | | |
| 71K | Other general admin/customer service | OtherGen | IntPos | | | |
| 71M | Arrears Related | ArrearsRelated | | | | |
| 71M | Arrears related | Arrears | IntPos | | | |
| 71N | Other | OtherRelated | | | | |
| 71N | Other | Other | IntPos | | | |
| 71O | Claims | ClaimsRelated | | | | |
| 71O | Number of complaints in columns B to N which are claims related | Claims | IntPos | | | |
| 72 | Payment protection insurance | PPI | Table4Str | | | |
| | | | | | | Repeat definitions Table 4 Row 63, including validation rules |
| 73 | Income protection and other accident, sickness and unemployment | IncomeProtection | Table4Str | | | |
| | | | | | | Repeat definitions Table 4 Row 63, including validation rules |
| 74 | Whole of life/term assurance/critical illness | AssuranceCriticalIllness | Table4Str | | | |
| | | | | | | Repeat definitions Table 4 Row 63, including validation rules |
| 75 | Protection packaged multi products | ProtectionPkgMP | Table4Str | | | |
| | | | | | | Repeat definitions Table 4 Row 63, including validation rules |
| 76 | Other pure protection - Please provide details below | OtherPureProtection | Table4XStr | | | |
| | | | | | | Repeat definitions Table 4 Row 71, including validation rules |
| 77 | Total insurance & pure protection | TotalInsPureProtection | Table4Str | | | |
| 77A | Total | Total | IntPos | 77A must be the total of all entries in column A. | ERR0030 | 77A = SUM(63A+64A+65A+66A+67A+68A+69A+70A+71A+72A+73A+74A+75A+76A) |
| 77B to 77C | Advising, selling and arranging | AdvSellArr | | | | |
| 77B | Unsuitable advice | Unsuitable | IntPos | 77B must be the total of all entries in column B. | ERR0030 | 77B = SUM(63B+64B+65B+66B+67B+68B+69B+70B+71B+72B+73B+74B+75B+76B) |
| 77C | Unclear guidance / arrangement | Unclear | IntPos | 77C must be the total of all entries in column C. | ERR0030 | 77C = SUM(63C+64C+65C+66C+67C+68C+69C+70C+71C+72C+73C+74C+75C+76C) |
| 77E to 77G | Information, sums/ charges or product performance | DisputesAndProducts | | | | |
| 77E | Disputes over sums / charges | Disputes | IntPos | 77E must be the total of all entries in column E. | ERR0030 | 77E = SUM(63E+64E+65E+66E+67E+68E+69E+70E+71E+72E+73E+74E+75E+76E) |
| 77F | Product performance / features | Performance | IntPos | 77F must be the total of all entries in column F. | ERR0030 | 77F = SUM(63F+64F+65F+66F+67F+68F+69F+70F+71F+72F+73F+74F+75F+76F) |

| Reference | Label | XML Name | Data Type | Validation / Error Messages | Error code | Additional Information |
|---|---|---|---|---|---|---|
| 77G | Product disclosure information | Disclosure | IntPos | 77G must be the total of all entries in column G. | ERR0030 | 77G = SUM(63G+64G+65G+66G+67G+68G+69G+70G+71G+72G+73G+74G+75G+76G) |
| 77I to 77K | General admin/ customer service | AdminAndService | | | | |
| 77I | Errors / not following instructions | Errors | IntPos | 77I must be the total of all entries in column I. | ERR0030 | 77I = SUM(63I+64I+65I+66I+67I+68I+69I+70I+71I+72I+73I+74I+75I+76I) |
| 77J | Delays / timescales | Delays | IntPos | 77J must be the total of all entries in column J. | ERR0030 | 77J = SUM(63J+64J+65J+66J+67J+68J+69J+70J+71J+72J+73J+74J+75J+76J) |
| 77K | Other general admin/customer service | OtherGen | IntPos | 77K must be the total of all entries in column K. | ERR0030 | 77K = SUM(63K+64K+65K+66K+67K+68K+69K+70K+71K+72K+73K+74K+75K+76K) |
| 77M | Arrears related | ArrearsRelated | | | | |
| 77M | Arrears related | Arrears | IntPos | 77M must be the total of all entries in column M. | ERR0030 | 77M = SUM(63M+64M+65M+66M+67M+68M+69M+70M+71M+72M+73M+74M+75M+76M) |
| 77N | Other | OtherRelated | | | | |
| 77N | Other | Other | IntPos | 77N must be the total of all entries in column N. | ERR0030 | 77N = SUM(63N+64N+65N+66N+67N+68N+69N+70N+71N+72N+73N+74N+75N+76N) |
| 77O | Claims | ClaimsRelated | | | | |
| 77O | Number of complaints in columns B to N which are claims related | Claims | IntPos | 77O must be the total of all entries in column O.<br><br>Total claims cannot be greater than the total number of complaints. | ERR0030<br><br>ERR0040 | 77O = SUM(63O+64O+65O+66O+67O+68O+69O+70O+71O+72O+73O+74O+75O+76O)<br>77O < 77A |
| 78 to 88 | Decumulation & pensions | DecumPens | | | | |
| 78 | Workplace personal pensions (e.g. SIPPs, SHPs, PPPs) | WorkplacePP | Table4Str | | | |
| 79 | Non-workplace personal pensions  (e.g. SIPPs, SHPs, PPPs) | NonWorkplacePP | Table4Str | | | Repeat definitions Table 4 Row 63, including validation rules |
| 80 | Trust based pensions (e.g. Occupational and DB) | TrustBasedPens | Table4Str | | | Repeat definitions Table 4 Row 63, including validation rules |
| 81 | Pensions packaged multi products | PensPkgMP | Table4Str | | | Repeat definitions Table 4 Row 63, including validation rules |
| 82 | Other pensions - Please provide details below | OtherPens | Table4XStr | | | Repeat definitions Table 4 Row 63, including validation rules |
| 83 | Annuities (including enhanced and impaired) | Annuities | Table4Str | | | Repeat definitions Table 4 Row 71, including validation rules |
| 84 | Drawdown and UFPLS | DrawdownUFPLS | Table4Str | | | Repeat definitions Table 4 Row 63, including validation rules |
| 85 | Third way products (e.g. investment linked, variable, fixed term) | ThirdWayProducts | Table4Str | | | Repeat definitions Table 4 Row 63, including validation rules |
| 86 | Decumulation packaged multi products | DecumPkgMP | Table4Str | | | Repeat definitions Table 4 Row 63, including validation rules |
| 87 | Other decumulation - Please provide details below | OtherDecum | Table4XStr | | | Repeat definitions Table 4 Row 63, including validation rules |
| 88 | Total decumulation & pensions | TotalDecumPens | Table4Str | | | Repeat definitions Table 4 Row 71, including validation rules |
| 89 to 104 | Investments | Inv | | | | Repeat definitions Table 4 Row 77, including validation rules |
| 89 | Investment bonds | InvBonds | Table4Str | | | |
| 90 | Endowments | Endowments | Table4Str | | | Repeat definitions Table 4 Row 63, including validation rules |
| 91 | ISAs (where investment held) | ISAs | Table4Str | | | Repeat definitions Table 4 Row 63, including validation rules |
| 92 | Investment trusts | InvTrusts | Table4Str | | | Repeat definitions Table 4 Row 63, including validation rules |
| 93 | Unit trusts/OEICs | UnitTrustsOEICs | Table4Str | | | Repeat definitions Table 4 Row 63, including validation rules |
| 94 | Structured products | StructuredProducts | Table4Str | | | Repeat definitions Table 4 Row 63, including validation rules |
| 95 | ETPs | ETPs | Table4Str | | | Repeat definitions Table 4 Row 63, including validation rules |
| 96 | Discretionary management services | DiscretionaryMgmtServices | Table4Str | | | Repeat definitions Table 4 Row 63, including validation rules |
| 97 | Non-discretionary management services | NonDiscretionaryMgmtServices | Table4Str | | | Repeat definitions Table 4 Row 63, including validation rules |
| 98 | Platforms | Platforms | Table4Str | | | Repeat definitions Table 4 Row 63, including validation rules |
| 99 | Crowdfunding / Peer to Peer | CrowdfundingPeerToPeer | Table4Str | | | Repeat definitions Table 4 Row 63, including validation rules |
| 100 | FX/CFD/Spreadbetting | FX-CFD-Spreadbetting | Table4Str | | | Repeat definitions Table 4 Row 63, including validation rules |
| 101 | UCITS | UCITS | Table4Str | | | Repeat definitions Table 4 Row 63, including validation rules |
| 102 | Investment packaged multi products | InvPkgMP | Table4Str | | | Repeat definitions Table 4 Row 63, including validation rules |
| 103 | Other investment products/funds - Please provide details below | OtherInvProdFunds | Table4XStr | | | Repeat definitions Table 4 Row 63, including validation rules |
| 104 | Total Investments | TotalInv | Table4Str | | | Repeat definitions Table 4 Row 71, including validation rules |
| 105 to 159 | Table 5<br>Complaints closed, upheld and redress when greater than or equal to 500 opened complaints | Table5-ClosedGreaterEqual500 | | Conditional: the table must not be completed if 2A = "yes" | ERR0050 | Repeat definitions Table 4 Row 77, including validation rules |
| 105 to 111 | Banking and credit cards | ClosedBankingCreditCards | | | | |
| 105 | Current accounts | ClosedCurrentAccounts | Table5Str | | | |
| 105A | Complaints closed within 3 days | TotalClosed3days | IntPos | | | |
| 105B | Complaints closed > 3 days but within 8 weeks | TotalClosed3daysto8weeks | IntPos | | | |
| 105C | Complaints closed > 8 weeks | TotalClosedOver8weeks | IntPos | | | |
| 105D | Total complaints closed | TotalComplaintsClosed | IntPos | If entered, the total of 105A to 105C must match 105D. | ERR0030 | 105D = SUM (105A + 105B + 105C) |
| 105E | Total complaints upheld | TotalComplaintsUpheld | IntPos | | | |
| 105F | Total redress paid for upheld complaints | TotalRedressUpheld | MonPos | | | |

| Reference | Label | XML Name | Data Type | Validation / Error Messages | Error code | Additional Information |
|---|---|---|---|---|---|---|
| 105G | Total redress paid for complaints not upheld | TotalRedressNotUpheld | MonPos | | | |
| 105H | Total redress paid | TotalRedressPaid | MonPos | 105H must be the total of redress paid for complaints upheld and not upheld. | ERR0030 | 105H = SUM (105F + 105G) |
| 106 | Credit cards | ClosedCreditCards | Table5Str | | | |
| | | | | | | Repeat definitions Table 5 Row 105, including validation rules |
| 107 | Overdrafts | ClosedOverdrafts | Table5Str | | | |
| | | | | | | Repeat definitions Table 5 Row 105, including validation rules |
| 108 | Packaged accounts | ClosedPkgAccounts | Table5Str | | | |
| | | | | | | Repeat definitions Table 5 Row 105, including validation rules |
| 109 | Savings (including ISAs) | ClosedSavings | Table5Str | | | |
| | | | | | | Repeat definitions Table 5 Row 105, including validation rules |
| 110 | Other banking | ClosedOtherBanking | Table5Str | | | |
| | | | | | | Repeat definitions Table 5 Row 105, including validation rules |
| 111 | Total banking and credit cards | TotalClosedBankingCreditCards | Table5Str | | | |
| 111A | Complaints closed within 3 days | TotalClosed3days | IntPos | | | |
| 111B | Complaints closed > 3 days but within 8 weeks | TotalClosed3daysto8weeks | IntPos | | | |
| 111C | Complaints closed > 8 weeks | TotalClosedOver8weeks | IntPos | | | |
| 111D | Total complaints closed | TotalComplaintsClosed | IntPos | If entered, the total of 111A to 111C must match 111D. | ERR0030 | 111D = SUM (111A + 111B + 111C) |
| 111E | Total complaints upheld | TotalComplaintsUpheld | IntPos | 111E <= 111D | ERR0040 | |
| 111F | Total redress paid for upheld complaints | TotalRedressUpheld | MonPos | | | |
| 111G | Total redress paid for complaints not upheld | TotalRedressNotUpheld | MonPos | | | |
| 111H | Total redress paid | TotalRedressPaid | MonPos | 111H must be the total of redress paid for complaints upheld and not upheld. | ERR0030 | 111H = SUM (111F + 111G) |
| 112 to 117 | Home finance | ClosedHomeFinance | | | | |
| 112 | Equity release | ClosedEquityRelease | Table5Str | | | |
| | | | | | | Repeat definitions Table 5 Row 105, including validation rules |
| 113 | Impaired credit | ClosedImpairedCredit | Table5Str | | | |
| | | | | | | Repeat definitions Table 5 Row 105, including validation rules |
| 114 | Second and subsequent charge | ClosedSecondCharge | Table5Str | | | |
| | | | | | | Repeat definitions Table 5 Row 105, including validation rules |
| 115 | Other regulated home finance products | ClosedOtherRegHomeFinance | Table5Str | | | |
| | | | | | | Repeat definitions Table 5 Row 105, including validation rules |
| 116 | Other unregulated home finance products | ClosedOtherUnregHomeFinance | Table5Str | | | |
| | | | | | | Repeat definitions Table 5 Row 105, including validation rules |
| 117 | Total home finance | TotalClosedHomeFinance | Table5Str | | | |
| | | | | | | Repeat definitions Table 5 Row 111, including validation rules |
| 118 to 132 | Insurance & pure protection | ClosedInsPureProtection | | | | |
| 118 | Property | ClosedProperty | Table5Str | | | |
| | | | | | | Repeat definitions Table 5 Row 105, including validation rules |
| 119 | Motor & transport | ClosedMotorTransport | Table5Str | | | |
| | | | | | | Repeat definitions Table 5 Row 105, including validation rules |
| 120 | Travel | ClosedTravel | Table5Str | | | |
| | | | | | | Repeat definitions Table 5 Row 105, including validation rules |
| 121 | Pet | ClosedPet | Table5Str | | | |
| | | | | | | Repeat definitions Table 5 Row 105, including validation rules |
| 122 | Warranty | ClosedWarranty | Table5Str | | | |
| | | | | | | Repeat definitions Table 5 Row 105, including validation rules |
| 123 | Assistance | ClosedAssistance | Table5Str | | | |
| | | | | | | Repeat definitions Table 5 Row 105, including validation rules |
| 124 | Medical/health | ClosedMedicalHealth | Table5Str | | | |
| | | | | | | Repeat definitions Table 5 Row 105, including validation rules |
| 125 | General insurance packaged multi products | ClosedGIPkgMP | Table5Str | | | |
| | | | | | | Repeat definitions Table 5 Row 105, including validation rules |
| 126 | Other general insurance | ClosedOtherGI | Table5Str | | | |
| | | | | | | Repeat definitions Table 5 Row 105, including validation rules |
| 127 | Payment protection insurance | ClosedPPI | Table5Str | | | |
| | | | | | | Repeat definitions Table 5 Row 105, including validation rules |
| 128 | Income protection and other accident, sickness and unemployment | ClosedIncomeProtection | Table5Str | | | |
| | | | | | | Repeat definitions Table 5 Row 105, including validation rules |
| 129 | Whole of life/term assurance/critical illness | ClosedAssuranceCriticalIllness | Table5Str | | | |
| | | | | | | Repeat definitions Table 5 Row 105, including validation rules |
| 130 | Protection packaged multi products | ClosedProtectionPkgMP | Table5Str | | | |
| | | | | | | Repeat definitions Table 5 Row 105, including validation rules |
| 131 | Other pure protection | ClosedOtherPureProtection | Table5Str | | | |
| | | | | | | Repeat definitions Table 5 Row 105, including validation rules |
| 132 | Total insurance & pure protection | TotalClosedInsPureProtection | Table5Str | | | |
| | | | | | | Repeat definitions Table 5 Row 111, including validation rules |
| 133 to 143 | Decumulation & pensions | ClosedDecumPens | | | | |
| 133 | Workplace personal pensions (e.g. SIPPs, SHPs, PPPs) | ClosedWorkplacePP | Table5Str | | | |
| | | | | | | Repeat definitions Table 5 Row 105, including validation rules |
| 134 | Non-workplace personal pensions  (e.g. SIPPs, SHPs, PPPs) | ClosedNonWorkplacePP | Table5Str | | | |
| | | | | | | Repeat definitions Table 5 Row 105, including validation rules |
| 135 | Trust based pensions (e.g. Occupational and DB) | ClosedTrustBasedPens | Table5Str | | | |
| | | | | | | Repeat definitions Table 5 Row 105, including validation rules |
| 136 | Pensions packaged multi products | ClosedPensPkgMP | Table5Str | | | |
| | | | | | | Repeat definitions Table 5 Row 105, including validation rules |
| 137 | Other pensions | ClosedOtherPens | Table5Str | | | |
| | | | | | | Repeat definitions Table 5 Row 105, including validation rules |
| 138 | Annuities (including enhanced and impaired) | ClosedAnnuities | Table5Str | | | |
| | | | | | | Repeat definitions Table 5 Row 105, including validation rules |
| 139 | Drawdown and UFPLS | ClosedDrawdownUFPLS | Table5Str | | | |
| | | | | | | Repeat definitions Table 5 Row 105, including validation rules |
| 140 | Third way products (e.g. investment linked, variable, fixed term) | ClosedThirdWayProducts | Table5Str | | | |
| | | | | | | Repeat definitions Table 5 Row 105, including validation rules |
| 141 | Decumulation packaged multi products | ClosedDecumPkgMP | Table5Str | | | |
| | | | | | | Repeat definitions Table 5 Row 105, including validation rules |
| 142 | Other decumulation | ClosedOtherDecum | Table5Str | | | |
| | | | | | | Repeat definitions Table 5 Row 105, including validation rules |

| Reference | Label | XML Name | Data Type | Validation / Error Messages | Error code | Additional Information |
|---|---|---|---|---|---|---|
| 143 | Total decumulation & pensions | TotalClosedDecumPens | Table5Str | | | |
| | | | | | | Repeat definitions Table 5 Row 111, including validation rules |
| 144 to 159 | Investments | ClosedInv | | | | |
| 144 | Investment bonds | ClosedInvBonds | Table5Str | | | |
| | | | | | | Repeat definitions Table 5 Row 105, including validation rules |
| 145 | Endowments | ClosedEndowments | Table5Str | | | |
| | | | | | | Repeat definitions Table 5 Row 105, including validation rules |
| 146 | ISAs (where investment held) | ClosedISAs | Table5Str | | | |
| | | | | | | Repeat definitions Table 5 Row 105, including validation rules |
| 147 | Investment trusts | ClosedInvTrusts | Table5Str | | | |
| | | | | | | Repeat definitions Table 5 Row 105, including validation rules |
| 148 | Unit trusts/OEICs | ClosedUnitTrustsOEICs | Table5Str | | | |
| | | | | | | Repeat definitions Table 5 Row 105, including validation rules |
| 149 | Structured products | ClosedStructuredProducts | Table5Str | | | |
| | | | | | | Repeat definitions Table 5 Row 105, including validation rules |
| 150 | ETPs | ClosedETPs | Table5Str | | | |
| | | | | | | Repeat definitions Table 5 Row 105, including validation rules |
| 151 | Discretionary management services | ClosedDiscretionaryMgmtServices | Table5Str | | | |
| | | | | | | Repeat definitions Table 5 Row 105, including validation rules |
| 152 | Non-discretionary management services | ClosedNonDiscretionaryMgmtServices | Table5Str | | | |
| | | | | | | Repeat definitions Table 5 Row 105, including validation rules |
| 153 | Platforms | ClosedPlatforms | Table5Str | | | |
| | | | | | | Repeat definitions Table 5 Row 105, including validation rules |
| 154 | Crowdfunding / Peer to Peer | ClosedCrowdfundingPeerToPeer | Table5Str | | | |
| | | | | | | Repeat definitions Table 5 Row 105, including validation rules |
| 155 | FX/CFD/Spreadbetting | ClosedFX-CFD-Spreadbetting | Table5Str | | | |
| | | | | | | Repeat definitions Table 5 Row 105, including validation rules |
| 156 | UCITS | ClosedUCITS | Table5Str | | | |
| | | | | | | Repeat definitions Table 5 Row 105, including validation rules |
| 157 | Investment packaged multi products | ClosedInvPkgMP | Table5Str | | | |
| | | | | | | Repeat definitions Table 5 Row 105, including validation rules |
| 158 | Other investment products/funds | ClosedOtherInvProdFunds | Table5Str | | | |
| | | | | | | Repeat definitions Table 5 Row 105, including validation rules |
| 159 | Total Investments | TotalClosedInv | Table5Str | | | |
| | | | | | | Repeat definitions Table 5 Row 111, including validation rules |
| 160 to 223 | Table 6 Contextualisation metrics when greater than 500 total opened complaints | Table6-ContextualisationGreaterEqual500 | | Conditional: the table must not be completed if 2A = "yes" | ERR0050 | |
| 160 to166 | Banking and credit cards | ContextualBankingCreditCards | | | | |
| 160 | Current accounts | ContextualCurrentAccounts | AccStr | | | |
| 160A | Provision (at reporting period end date) Number of Accounts | ProvisionAcc | IntPos | | | |
| 161 | Credit cards | ContextualCreditCards | AccStr | | | |
| 162 | Savings (including ISAs) | ContextualSavings | AccStr | | | |
| 163 | Other banking | ContextualOtherBanking | AccStr | | | |
| 164 | Total banking and credit cards | ContextualTotalBankingCreditCards | AccStr | | | |
| 164A | Provision (at reporting period end date) Number of Accounts | ProvisionAcc | IntPos | Conditional: If 56A greater than 0 then 164A must be completed, otherwise must be omitted. 164A = SUM(160A+161A+162A+163A) | ERR0050 ERR0030 | 164A = SUM(160A:163A) |
| 165 | of which have overdraft facility | ContextualTotalOverdrafts | AccStr | | | |
| 165A | Provision (at reporting period end date) Number of Accounts | ProvisionAcc | IntPos | | | |
| 166 | of which are packaged accounts | ContextualTotalPkgAccounts | AccStr | | | |
| 166A | Provision (at reporting period end date) Number of Accounts | ProvisionAcc | IntPos | | | |
| 167 | Banking contextualised Number of complaints opened per 1000 accounts | ContextualisedBankingPer1000 | AccPer1000Str | | | |
| 167A | Provision (at reporting period end date) Number of Accounts | ProvisionAccPer1000 | Float2 | Conditional: If 164A greater than 0 then must be completed, otherwise must be omitted. 167A = (56A/164A)*1000 | ERR0050 ERR0010 | |
| 168 to 173 | Home finance | ContextualHomeFinance | | Conditional, if completed, all entries must be in either column A or column B - do not complete both columns. | ERR0050 | |
| 168 | Equity release | ContextualEquityRelease | BalSalesStr | | | |
| 168A | Provision (at reporting period end date) Number of balances outstanding | ProvisionBal | IntPos | | | |
| 168B | Intermediation (within the reporting period) Number of sales | IntermediationSales | IntPos | | | |
| 169 | Impaired credit | ContextualImpairedCredit | BalSalesStr | | | |
| 170 | Second and subsequent charge | ContextualSecondCharge | BalSalesStr | | | |
| 171 | Other regulated home finance products | ContextualOtherRegHomeFinance | BalSalesStr | | | |
| 172 | Other unregulated home finance products | ContextualOtherUnregHomeFinance | BalSalesStr | | | |
| 173 | Total home finance | ContextualTotalHomeFinance | BalSalesStr | Conditional: If 62A is greater than 0 then 173A or 173B must be completed, otherwise must be omitted. | ERR0050 | |
| 173A | Number of balances outstanding | ProvisionBal | IntPos | 173A must be the total of all entries in column A. | ERR0030 | 173A = SUM(168A:172A) |
| 173B | Number of sales | IntermediationSales | IntPos | 173B must be the total of all entries in column B. | ERR0030 | 173B = SUM(168B:172B) |
| 174 to 175 | Home finance contextualised Number of complaints opened per 1000 balances outstanding Number of complaints opened per 1000 sales | ContextualisedHomeFinancePer1000 | BalSalesPer1000Str | Conditional, if completed, entry must be in either column A or column B - do not complete both columns. | ERR0050 | |
| 174A | Provision (at reporting period end date) Number of balances outstanding | ProvisionBalPer1000 | Float2 | Conditional: If 173A greater than 0 then must be completed, otherwise must be omitted. 174A = (62A/173A)*1000 | ERR0050 ERR0010 | |

| Reference | Label | XML Name | Data Type | Validation / Error Messages | Error code | Additional Information |
|---|---|---|---|---|---|---|
| 175B | Intermediation (within the reporting period)<br>Number of sales | IntermediationSalesPer1000 | Float2 | Conditional: If 173B greater than 0 then must be completed, otherwise must be omitted.<br>175B = (62A/173B)*1000 | ERR0050<br><br>ERR0010 | |
| 176 to 190 | Insurance & pure protection | ContextualInsPureProtection | | Conditional, if completed, all entries must be in either column A or column B - do not complete both columns. | ERR0050 | |
| 176 | Property | ContextualProperty | PolInForceSoldStr | | | |
| 176A | Provision (at reporting period end date)<br>Number of policies in force | ProvisionPolInForce | IntPos | | | |
| 176B | Intermediation (within the reporting period)<br>Number of policies sold | IntermediationPolSold | IntPos | | | |
| 177 | Motor & transport | ContextualMotorTransport | PolInForceSoldStr | | | |
| 178 | Travel | ContextualTravel | PolInForceSoldStr | | | |
| 179 | Pet | ContextualPet | PolInForceSoldStr | | | |
| 180 | Warranty | ContextualWarranty | PolInForceSoldStr | | | |
| 181 | Assistance | ContextualAssistance | PolInForceSoldStr | | | |
| 182 | Medical/health | ContextualMedicalHealth | PolInForceSoldStr | | | |
| 183 | General insurance packaged multi products | ContextualGIPkgMP | PolInForceSoldStr | | | |
| 184 | Other general insurance | ContextualOtherGI | PolInForceSoldStr | | | |
| 185 | Payment protection insurance | ContextualPPI | PolInForceSoldStr | | | |
| 186 | Income protection and other accident, sickness and unemployment | ContextualIncomeProtection | PolInForceSoldStr | | | |
| 187 | Whole of life/term assurance/critical illness | ContextualAssuranceCriticalIllness | PolInForceSoldStr | | | |
| 188 | Protection packaged multi products | ContextualProtectionPkgMP | PolInForceSoldStr | | | |
| 189 | Other pure protection | ContextualOtherPureProtection | PolInForceSoldStr | | | |
| 190 | Total insurance & pure protection | ContextualTotalInsPureProtection | PolInForceSoldStr | Conditional: If 77A is greater than 0 then 190A or 190B must be completed, otherwise must be omitted. | ERR0050 | |
| 190A | Number of policies in force | ProvisionPolInForce | IntPos | 190A must be the total of all entries in column A. | ERR0030 | 190A = SUM(176A:189A) |
| 190B | Number of policies sold | IntermediationPolSold | IntPos | 190B must be the total of all entries in column B. | ERR0030 | 190B = SUM(176B:189B) |
| 191 to 192 | Insurance & pure protection contextualised<br>Number of complaints opened per 1000 policies in force<br>Number of complaints opened per 1000 policies sold | ContextualisedInsPureProtectionPer1000 | PolInForceSoldPer1000Str | Conditional, if completed, entry must be in either column A or column B - do not complete both columns. | ERR0050 | |
| 191A | Provision (at reporting period end date)<br>Number of policies in force | ProvisionPolInForcePer1000 | Float2 | Conditional: If 190A greater than 0 then must be completed, otherwise must be omitted.<br>191A = (77A/190A)*1000 | ERR0050<br><br>ERR0010 | |
| 192B | Intermediation (within the reporting period)<br>Number of policies sold | IntermediationPolSoldPer1000 | Float2 | Conditional: If 190B greater than 0 then must be completed, otherwise must be omitted.<br>192B = (77A/190B)*1000 | ERR0050<br><br>ERR0010 | |
| 193 to 203 | Decumulation & pensions | ContextualDecumPens | | Conditional, if completed, all entries must be in either column A or column B - do not complete both columns. | ERR0050 | |
| 193 | Workplace personal pensions (e.g. SIPPs, SHPs, PPPs) | ContextualWorkplacePP | PolInForceSoldStr | | | |
| 194 | Non-workplace personal pensions  (e.g. SIPPs, SHPs, PPPs) | ContextualNonWorkplacePP | PolInForceSoldStr | | | |
| 195 | Trust based pensions (e.g. Occupational and DB) | ContextualTrustBasedPens | PolInForceSoldStr | | | |
| 196 | Pensions packaged multi products | ContextualPensPkgMP | PolInForceSoldStr | | | |
| 197 | Other pensions | ContextualOtherPens | PolInForceSoldStr | | | |
| 198 | Annuities (including enhanced and impaired) | ContextualAnnuities | PolInForceSoldStr | | | |
| 199 | Drawdown and UFPLS | ContextualDrawdownUFPLS | PolInForceSoldStr | | | |
| 200 | Third way products (e.g. investment linked, variable, fixed term) | ContextualThirdWayProducts | PolInForceSoldStr | | | |
| 201 | Decumulation packaged multi products | ContextualDecumPkgMP | PolInForceSoldStr | | | |
| 202 | Other decumulation | ContextualOtherDecum | PolInForceSoldStr | | | |
| 203 | Total decumulation & pensions | ContextualTotalDecumPens | PolInForceSoldStr | Conditional: If 88A is greater than 0 then 203A or 203B must be completed, otherwise must be omitted. | ERR0050 | |
| 203A | Provision (at reporting period end date)<br>Number of policies in force | ProvisionPolInForce | IntPos | 203A must be the total of all entries in column A. | ERR0030 | 203A = SUM(193A:202A) |
| 203B | Intermediation (within the reporting period)<br>Number of policies sold | IntermediationPolSold | IntPos | 203B must be the total of all entries in column B. | ERR0030 | 203B = SUM(193B:202B) |
| 204 to 205 | Decumulation & pensions contextualised<br>Number of complaints opened per 1000 policies in force<br>Number of complaints opened per 1000 policies sold | ContextualisedDecumPensPer1000 | PolInForceSoldPer1000Str | Conditional, if completed, entry must be in either column A or column B - do not complete both columns. | ERR0050 | |
| 204A | Provision (at reporting period end date)<br>Number of policies in force | ProvisionPolInForcePer1000 | Float2 | Conditional: If 203A greater than 0 then must be completed, otherwise must be omitted.<br>204A = (88A/203A)*1000 | ERR0050<br><br>ERR0010 | |

| Reference | Label | XML Name | Data Type | Validation / Error Messages | Error code | Additional Information |
|---|---|---|---|---|---|---|
| 205B | Intermediation (within the reporting period)<br>Number of policies sold | IntermediationPolSoldPer1000 | Float2 | Conditional: If 203B greater than 0 then must be completed, otherwise must be omitted.<br>205B = (88A/203B)*1000 | ERR0050<br><br>ERR0010 | |
| 206 to 221 | Investments | ContextualInv | | Conditional, if completed, all entries must be in either column A or column B - do not complete both columns. | ERR0050 | |
| 206 | Investment bonds | ContextualInvBonds | AccSalesTrStr | | | |
| 206A | Provision (at reporting period end date)<br>Number of client accounts | ProvisionClAcc | IntPos | | | |
| 206B | Intermediation (within the reporting period)<br>Number of sales or equivalent transactions | IntermediationSalesOrTr | IntPos | | | |
| 207 | Endowments | ContextualEndowments | AccSalesTrStr | | | |
| 208 | ISAs (where investment held) | ContextualISAs | AccSalesTrStr | | | |
| 209 | Investment trusts | ContextualInvTrusts | AccSalesTrStr | | | |
| 210 | Unit trusts/OEICs | ContextualUnitTrustsOEICs | AccSalesTrStr | | | |
| 211 | Structuredproducts | ContextualStructuredProducts | AccSalesTrStr | | | |
| 212 | ETPs | ContextualETPs | AccSalesTrStr | | | |
| 213 | Crowdfunding / Peer to Peer | ContextualCrowdfundingPeerToPeer | AccSalesTrStr | | | |
| 214 | FX/CFD/Spreadbetting | ContextualFX-CFD-Spreadbetting | AccSalesTrStr | | | |
| 215 | UCITS | ContextualUCITS | AccSalesTrStr | | | |
| 216 | Investment packaged multi products | ContextualInvPkgMP | AccSalesTrStr | | | |
| 217 | Other investment products/funds | ContextualOtherInvProdFunds | AccSalesTrStr | | | |
| 218 | Total investments | ContextualTotalInv | AccSalesTrStr | Conditional: If 104A is greater than 0 then 218A or 218B must be completed, otherwise must be omitted. | ERR0050 | |
| 218A | Number of client accounts | ProvisionClAcc | IntPos | 218A must be the total of all entries in column A. | ERR0030 | 218A = SUM(206A:217A) |
| 218B | Intermediation (within the reporting period)<br>Number of sales or equivalent transactions | IntermediationSalesOrTr | IntPos | 218B must be the total of all entries in column B. | ERR0030 | 218B = SUM(206B:217B) |
| 219 | of which have discretionary management services | ContextualDiscretionaryMgmtServices | AccSalesTrStr | | | |
| 220 | of which have non-discretionary management services | ContextualNonDiscretionaryMgmtServices | AccSalesTrStr | | | |
| 221 | of which sold through a platform | ContextualPlatforms | AccSalesTrStr | | | |
| 222 to 223 | Number of complaints opened per 1000 sales or equivalent transactions | ContextualisedInvPer1000 | AccSalesTrPer1000Str | Conditional, if completed, entry must be in either column A or column B - do not complete both columns. | ERR0050 | |
| 222A | Provision (at reporting period end date)<br>Number of client accounts | ProvisionClAccPer1000 | Float2 | Conditional: If 218A greater than 0 then must be completed, otherwise must be omitted.<br>222A = (104A/218A)*1000 | ERR0050<br><br>ERR0010 | |
| 223B | Intermediation (within the reporting period)<br>Number of sales or equivalent transactions | IntermediationSalesOrTrPer1000 | Float2 | Conditional: If 218B greater than 0 then must be completed, otherwise must be omitted.<br>223B = (104A/218B)*1000 | ERR0050<br><br>ERR0010 | |