How to search our decisions on www.fspo.ie

Accessing our database of decisions

Our database of legally binding decisions is available online at www.fspo.ie/decisions. To refine your search, you can apply one or a number of filters.



Applying filters to narrow your search

To filter our database of decisions, you can firstly select the relevant sector:







2

Having filtered by sector, the search tool will then help you to filter our **decisions** further by categories relevant to that sector such as:

- product / service
- conduct complained of







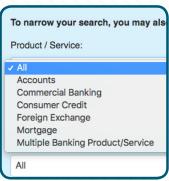
Filter our Database

Financial Services Sector:
All

Banking
Insurance
Investment

Product / Service:

Foreign Exchange





Conduct complained of:

All

Advice Incorrect/Unsuitable (post sale)
Application of interest rate
Arrears handling
Customer Service
Disputed Fees and charges
Disputed Transactions
Failure to provide information/correct information
Maladministration
Miscellaneous
Mis-selling
Refusal to give product/service

3



You can also filter our database of decisions by year, and by the outcome of the complaint, i.e. whether the Ombudsman Upheld, Substantially Upheld, Partially Upheld or Rejected the complaint.







Once you have found the decision you are looking for, click **View Document** to download the full text in PDF.



Rejected