

Annual report 2022 for the Norwegian Financial Services Complaints Board

General information about the Norwegian Financial Services Complaints Board

The Norwegian Financial Services Complaints Board (FinKN) was established on 1 June 2010, and its main purpose is to resolve disputes between affiliated finance companies and their customers. Our assessments and decisions are advisory only.

FinKN's offices are located in Oslo.

Main activities

The activities and work methods of FinKN returned to normal pre-pandemic levels in the first half of 2022. Case processing times improved from 2021 to 2022 and were mostly within the statutory requirements stipulated in the Act relating to Authorisation of Alternative Dispute Resolution Entities in Consumer Matters (the ADR Entities Act).

The secretariat received a total of 6,948 written queries in 2022, a decrease of 462 queries compared with 2021. There is great variation between the different areas. The secretariat closed a total of 5,968 queries. The complaints boards issued a total of 1,089 decisions in 2022.

FinKN participates in FIN-NET, a network of national organisations in the EEA responsible for out-of-court settlement of cross-border disputes relating to banking and insurance services. A total of 28 cases were referred to complaints offices abroad.

Throughout 2022, FinKN also focused on making its digital platforms for communication with parties more user-friendly.

Statement on the annual accounts

The accounts for 2022 show revenues in the amount of NOK 76 742,102, operating expenses of NOK 79,058,818 and net financial income in the amount of NOK 299,822, resulting in a loss of NOK 2,016,894. The loss is covered by retained earnings.

The board believes that the annual accounts provide a true picture of FinKN's assets and liabilities, financial position and performance. FinKN's has an equity ratio of almost 50 per cent and good liquidity.

FinKN's activities are funded by affiliated finance companies. Its funding needs depend on the number of cases and workload.

Developments since year-end

The board is not aware of any events after the submission date that would have a material bearing on the accounts. The managing director stepped down on 31 December 2022 and the board is working to recruit a replacement.

There is uncertainty attached to the caseload after the pandemic and what effect new legislation will have on the number of complaints in 2023. So far this year, the number of complaints received has increased in most areas.

Going concern

The board has concluded that the requirements for the going concern assumption are met, and the annual accounts have been prepared on the basis of this assumption.

Organisation

Board

The board of FinKN held 4 ordinary meetings and considered 29 cases in 2022.

Administration

FinKN had a permanent staff of 51 and two temporary employees at 31 December 2022.

Working environment

The working environment is deemed to be good. As in previous years, the results of the working environment survey ('Klimaundersøkelsen') were good.

Total sickness absence amounted to 6.1% of the total working hours during the year. Absence increased somewhat compared with the year before.

No injuries or accidents in the workplace have been reported.

Gender equality

FinKN aims to be a workplace with complete equality between men and women, and no discrimination on the basis of gender shall occur. Of the company's 51 permanent employees, 39 are women and 12 men. The present board of directors consists of five women and four men.

<i>Level</i>	<i>Women</i>	<i>Men</i>	<i>Ratio of women's pay to men's (average)</i>
<i>Management overall</i>	71%	29%	82%
<i>Management level 2</i>	83%	17%	110%
<i>Case officers</i>	76%	24%	92%
<i>Administration</i>	80%	20%	131%
<i>Total</i>	76%	24%	90%

Diversity and inclusion

FinKN aims for its employees to perceive the working environment as inclusive and diverse.

Efforts are made to prevent discrimination on the basis of disability, age, gender, ethnicity, skin colour, sexual orientation, religion and beliefs. The activities include recruitment, pay and working conditions, career advancement, development opportunities and protection against harassment.

The work situation will, as far as possible, be adapted for persons with health challenges to allow them to maintain their work capacity.

Transparency

FinKN focuses on the requirements of the Transparency Act to promote the organisation's respect for fundamental human rights and decent working conditions and to ensure the general public access to information, and will be updating its website with information about due diligence and the [Transparency Act](#) by 30 June 2023.

Climate and the environment

FinKN endeavours to ensure that the organisation pollutes the natural environment as little as possible. After the pandemic, travel activity in the organisation has been considerably reduced as a result of more use of digital meetings and hybrid work arrangements. The organisation makes active efforts to implement digital work and communication channels and to make online platforms the preferred form of communication for complainants and companies. The organisation also focuses on reuse and source separated recycling.

Insurance for the board of directors and managing director

The board members and the managing director are covered by an insurance scheme that covers directors' liability insurance. The coverage is adapted to FinKN's activities and the position in question.

Prospects

FinKN is a publicly approved complaints body charged with resolving the cases submitted to it at all times, and the organisation's activities are based on an agreement between the Norwegian Consumer Council, Finance Norway, the Association of Norwegian Finance Houses (Finfo), the Confederation of Norwegian Enterprise (NHO) and the Enterprise Federation of Norway (Virke). There are no specific prospects of changes being made to the scheme or material underlying framework conditions.

Management of financial risk

FinKN's operating income is adapted to the expected workload for the year ahead. The board sets the income from members, and FinKN's financial risk is thus deemed to be low.

Oslo, 21 March 2023

RØNNINGEN, HANS OLAV
Chair of the board

STEFI KIERULF PRYTZ
Deputy chair

THOMASSEN, SIW METTE
Board member

BERSET, TONE MOLVÆR
Board member

KNUT ØVERNES
Board member

CHRISTINE SPERSRUD HAUG
Board member

EGGEN, BJARKI
Board member

HENRIKSEN, HANS CHRISTIAN
Board member

SÆVOLD, TONE DAHLE
Board member

UPPMAN, MARIANNE
Acting managing director