

Annual report 2023 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

FinKN saw a strong increase in the number of incoming cases in 2023, which led to longer processing times, especially in the areas of banking and change of ownership insurance. Case processing was 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 7,567 written queries in 2023, which is an increase of 9% from 2022. There is great variation between the different areas. While FinKN saw a decrease in complaints about the traffic insurance fee, the number of cases relating to change of ownership insurance increased by 22% and the number of cases in the banking area went up by 16%. The secretariat closed a total of 5,817 queries. The complaints boards issued a total of 962 decisions in 2023.

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 24 cases were referred to complaints offices abroad.

Throughout 2023, FinKN also focused on making its digital platforms for communication with parties more user-friendly. At year-end 2023, 72.5% of all our communication with complainants was fully electronic via the *Min sak* portal, and 96.3% of all communication with the institutions via the portal *Foretaksportal*.

Statement on the annual accounts

The accounts for 2023 show revenues in the amount of NOK 76,440,170, operating expenses of NOK 78,731,853 and net financial income in the amount of NOK 1,004,883, resulting in a loss of NOK 1,286,799. 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 is well capitalised and liquidity is good.

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 increase in complaints that we saw through 2023 has continued into 2024. This is particularly the case for change of ownership insurance, with a 22% increase so far this year measured against the same time in 2023.

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

The Board

The board of FinKN held 5 ordinary meetings and one extraordinary meeting, and considered 37 cases in 2023.

The administration

FinKN had a permanent staff of 55 and nine temporary employees at 31 December 2023.

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 5.1% of the total working hours during the year, compared with 6.1% in 2022.

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 55 permanent employees, 44 are women and 11 men. The present board of directors consists of three women and six men.

| <i>Level</i> | <i>Women</i> | <i>Men</i> | <i>Women's pay as a % of men's pay (average)</i> |
|---------------------------|--------------|------------|--|
| <i>Management overall</i> | 71% | 29% | 84% |
| <i>Management level 2</i> | 83% | 17% | 112% |
| <i>Case officer</i> | 76% | 24% | 92% |
| <i>Administration</i> | 91% | 9% | 153% |
| <i>Total</i> | 79% | 21% | 88% |

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 has updated its website with information about its efforts relating to [the Transparency Act](#).

Climate and the environment

FinKN endeavours to ensure that the organisation pollutes the natural environment as little as possible. Travel activity has been significantly reduced through greater use of digital meetings and hybrid workdays for employees. 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 institutions. 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, the Norwegian Fund and Asset Management Association, FoodDrinkNorway and the Federation of Norwegian Enterprise (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, 20 March 2024

RØNNINGEN, HANS OLAV
Chair of the Board

PRYTZ, STEFI KIERULF
Deputy Chair

KNARDAHL, LIVE
WAHL
Board member

BRUBAKK, PETTER HAAS
Board member

ØVERNES, KNUT
Board member

JØRGENSEN, JESPER
JOHNS
Board member

EGGEN, BJARKI
Board member

HENRIKSEN, HANS CHRISTIAN
Board member

FRAMSTAD, KNUT
MAGNE
Board member

INGEBRIGTSEN, JØRN
CEO