Complaints Publication Report

Complaints publication report

Firm name: Loans.co.uk Ltd

Group (if applicable): Lloyds Banking Group

Other firms included in this report (if any):

None

Period covered in this report: 1st January to 30th June 2019

Brands / trading names covered: Carter Hatton Downs; Credit Plan; Loans.Co.Uk; Open Money; Priority 1; Priority One; Priority One Credit; Priority One

Loans; Priority One Mortgages; Priority1.Co.Uk; Priorityone.Co.Uk; Www.Loans.Co.Uk

	Number of complaints opened by volumes of business							
Product/Service Grouping	Provision (at reporting period end date)	Intermediation (within the reporting.	Number of complaints opened	Number of complaints closed	Percentage closed within 3 days	Percentage closed after 3 days but within 8 weeks	Percentage upheld	Main cause of complaints opened
Banking and Credit Cards			3	5		80%		Advising, selling and arranging
Home Finance								
Insurance & pure protection	21.56		1,544	1,158	3%	92%	19%	Advising, selling and arranging
Decumulation & pensions								
<u>Investments</u>								
Credit Related								