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):

Period covered in this report: 1st January to 30th June 2018

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 period)	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				1		100%		-
Home Finance								-
Insurance & pure protection	8.91		638	551	8%	91%	40%	Advising, selling and arranging
Decumulation & pensions								-
Investments								-
Credit Related								-