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 July to 31st December 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			6	5		100%		Information, sums / charges or product performance
Home Finance			1	1		100%		Information, sums / charges or product performance
Insurance & pure protection	12.68		908	881	11%	87%	36%	Advising, selling and arranging
Decumulation & pensions								
Investments								
Credit Related								