

Complaints publication report

In the UK, the Financial Conduct Authority (FCA) requires financial services firms to report on the number of UK FCA reportable customer complaints they receive on a half yearly basis. We publish details of the number of regulated complaints we deal with, the percentage of complaints we close within 8 weeks and the percentage of complaints we uphold. This information is contained in the table below.

Our complaints handling

We will work to resolve any issue as quickly as possible, keeping the customer informed at all stages and ensuring that we adhere to our own internal controls with regard to Treating Customers Fairly requirements. The efficient and timely handling of complaints is very important to Close Motor Finance Limited and is a key aspect of our customer service delivery.

Firm Name: Close Motor Finance Limited

Period covered in this report: 1st August 2014 to 31st January 2015

	Number of complaints opened	Number of complaints closed	Complaints closed within 8 weeks (%)	Closed complaints upheld by firm (%)
Banking	96	98	96.9%	31.6%
Home finance+	n/a	n/a	n/a	n/a
General insurance and pure protection	421	375	100%	7.5%
Decumulation, life and pensions+	n/a	n/a	n/a	n/a
Investments+	n/a	n/a	n/a	n/a

+ Close Motor Finance Limited does not have any products which fall into these categories

To put the above complaint figures into context for the reporting period:

- Close Motor Finance Limited at the close of the reporting period had 61,808 related Finance accounts and reported 1.59 Banking complaints per 1,000 accounts.
- Close Motor Finance Limited at the close of the reporting period had 19,878 related Insurance policies and reported 18.87 General insurance and pure protection complaints per 1,000 accounts.

While we acknowledge that there are still improvements to be made in this area, it is evident from these figures that low levels of complaints are received. However in the unfortunate event someone does complain, we endeavour to resolve the complaint as quickly as possible.