

## 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 Brothers Limited and as a key aspect of our customer service delivery we are constantly striving to improve our processes as our business grows.

Firm Name: Close Brothers Limited

Period covered in this report: 1<sup>st</sup> August 2015 – 31<sup>st</sup> January 2016

Brands/trading names covered: The trading names covered by this report can be found on the FCA Register by clicking on the following link:

<http://www.fsa.gov.uk/register/firmNamesCurr.do?sid=77159>

	Number of complaints opened	Number of complaints closed	Complaints closed within 8 weeks (%)	Closed complaints upheld by firm (%)
Banking	376	844	86.6%	41.2%
Credit related*	3014	2074	n/a	35.6%
General insurance and pure protection	267	257	97.3%	4.7%

\*Credit related illustrates all Consumer Credit lending complaints.

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

- Close Brothers Limited at the close of the reporting period had 2,142,863 related Finance accounts and reported 1.36 Banking and Credit related complaints per 1,000 accounts.
- Close Brothers Limited at the close of the reporting period had 36.7 complaints per £1m of annual income relating to General Insurance and Pure Protection.

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.