

## 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 2014 to 31<sup>st</sup> January 2015

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	2372	2181	93.8%	35.7%
Home finance+	n/a	n/a	n/a	n/a
General insurance and pure protection	222	192	100%	3.6%
Decumulation, life and pensions+	n/a	n/a	n/a	n/a
Investments+	n/a	n/a	n/a	n/a

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

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

- Close Brothers Limited at the close of the reporting period had 2,231,198 related Finance accounts and reported 0.98 Banking complaints per 1,000 accounts.
- Close Brothers Limited at the close of the reporting period had 23.7 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.