

Product/Service Group	Number of complaints opened by volume of business	Number of complaints opened	Number of complaints closed	Percentage closed within 3 days	Percentage closed > 3 days but within 8 weeks	Percentage upheld	Main cause of complaints opened
Banking & Credit Cards	2.79 Per 1000 accounts	296	292	51.72%	48.29%	48.63%	Other general admin / customer service
Home Finance	4.10 Per 1000 balance outstanding	4	3	0%	100%	0%	Other general admin / customer service
Insurance and Pure Protection	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Documentation and pensions	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Investments	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Credit Related	-	-	-	-	-	-	-