

COMPLAINTS PUBLICATION REPORT

1 Annex 1BR

Complaints publication report

This table belongs to DISP 1.10A.2R. Complaints publication report

Firm name: **MadisonCFUKLtd**
 Group: (if applicable): **N/A**
 Other firms included in this report (if any): **N/A**
 Period covered in this report: **01st July 2020 – 31st December 2020**

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								
Home finance								
Insurance & pure protection								
Decumulation and pensions								
Investments								
Credit Related	18.96	93.41	3982	4185	15.29	82.05	43.46	Responsible lending