

## 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): Period **N/A**  
 covered in this report: **1st July 2022 – 31st December 2022**

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	<b>19.71</b>	<b>96.06</b>	<b>5469</b>	<b>5294</b>	<b>1.09</b>	<b>97.65</b>	<b>40.30</b>	<b>Responsible lending</b>

