

COMPLAINTS PUBLICATION REPORT

1 Annex 1BR

Complaints publication report

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

Firm name:

Madison CF UK Ltd

Group: (if applicable):

N/A

Other firms included in this report (if any): Period
covered in this report:

N/A

1st January 2022 – 30th June 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 and pure protection | | | | | | | | |
| Decumulation and pensions | | | | | | | | |
| Investments | | | | | | | | |
| Credit related | 16.26 | 55.79 | 4365 | 3557 | 3.62 | 95.27 | 40.51 | Responsible lending |