

## 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 covered in this report:

N/A

1st July 2021 – 31st December 2021

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	18.96	93.41	4011	4628	6.80	90.85	34.74	Responsible lending