



Complaints Publication Report

Period: 01 January 2019 to 30 June 2019

Complaint type	No. of Complaints opened in period	No. of Complaints closed in period	Complaints closed within 3 days	Complaints closed within 8 weeks	Closed complaints upheld by firm
Payment Protection Insurance (PPI)	2518	2362	80%	98%	6%
Other General Insurance	74	68	9%	78%	15%
PPI & General Insurance combined	2592	2430	78%	98%	7%
Other	3732	3732	33%	96%	42%
Total	6324	6162	50%	96%	28%

During the period, PSA Finance UK Ltd. traded as:

PSA Finance UK

Free2Move Lease

Autobank Financial Services

This data includes all regulated complaints recorded during the period for the above entities.

PSA Finance UK Ltd,

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