

Complaints Publication Report

Period: 01 July 2020 to 31 December 2020

No. of Complaints opened in period	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
PPI & General Insurance combined	26	26	11.54%	96.15%	7.69%
Other	2069	2447	15.00%	93.54%	43.44%
Total	2095	2473	14.96%	93.57%	43.07%

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

PSA Finance UK

Free2Move Lease

Autobank Financial Services

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