

Complaints Publication Report

Period: 01 January 2021 to 30 June 2021

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	75	59	23.73%	67.80%	18.64%
Other	2545	2004	29.59%	63.77%	54.59%
Total	2620	2063	29.42%	63.89%	53.56%

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.