

Elderbridge Ltd Complaint Reporting

We aim to resolve all complaints as quickly as possible. We welcome any feedback from our customers and are happy to address any concerns raised. We seek to use complaints data to improve our quality of service, provide insight into what is important to our customers and to help avoid future mistakes.

Complaints Publication Report

Firm Name: Elderbridge Ltd

Other firms included in this report: None

Period Covered in this report: 1 October 2018 – 31st March 2019

Brands/Trading Names covered: None

	Provision (at end of reporting end date)	Number of complaints opened	Number of complaints closed	Closed within 3 days (%)	Closed After 3 Days but within 8 weeks (%)	Upheld (%)	Main Cause of Complaints opened
Home Finance	21.04 complaints per 1,000 customer accounts under servicing management	900	778	21.47%	76.1%	53.1%	General Admin/Customer Service
Insurance & pure protection	0 complaints per 1,000 customer accounts under servicing management	11	10	30%	70%	0%	N/A
Credit Related	11.58 complaints per 1,000 customer accounts under servicing management	39	41	N/A	N/A	46.34%	N/A

If a complaint is not closed within 8 weeks, we notify customers of their right to contact the Financial Ombudsman Service (FOS) for independent arbitration.