

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: 1st April 2019 – 30th September 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	27.03 complaints per 1,000 customer accounts under servicing management	1065	979	14.5%	75.1%	51.8%	General Admin/Customer Service
Insurance & pure protection	0 complaints per 1,000 customer accounts under servicing management	22	23	26.1%	73.9%	0%	N/A
Credit Related	N/A	53	50	N/A	N/A	46%	N/A

NB. A number of complaints received are in connection with legacy account issues prior to the migration to Elderbridge. Many of these are complicated in nature and require collaborative working with previous loan owners in order to achieve the most appropriate outcome for our customers. This can result in slower than usual resolution.