

## Complaints Publication Report

**Period: 1 July 2015 – 31 December 2015**

*Total complaints as a percentage of live contracts = 0.5% (excluding non-sold PPI complaints)*

	No. of Complaints opened in period	No. of Complaints closed in period	Complaints closed within 8 weeks	Closed complaints upheld by firm
<b>Payment Protection Insurance (PPI)</b>	1122	1111	92.3%	1.4%
<b>Other General Insurance</b>	16	23	47.8%	13.0%
<b>PPI &amp; General Insurance combined</b>	1138	1134	91.4%	1.6%
<b>Other</b>	450	484	58.1%	27.1%
<b>Total</b>	1588	1618	81.5%	9.2%

PSA Finance UK Ltd trades as:

Peugeot Financial Services

Peugeot Contract Hire

Citroen Financial Services

Citroen Contract Motoring

Autobank Financial Services

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

PSA Finance UK Ltd is also the Principal for an Appointed Representative Network for Insurance Mediation activities. Details of the Appointed Representatives can be found on the FCA Register.