

Complaints Publication Report

Period: 1 January 2015 – 30 June 2015

Total complaints as a percentage of live contracts = 0.33% (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
Payment Protection Insurance (PPI)	1,291	1,271*	96.0%	0.9%
Other General Insurance	36	33	63.6%	9.1%
PPI & General Insurance combined	1,327	1,304	96.6%	1.2%
Other	621	496	76.0%	30.2%
Total	1,948	1,800	90.9%	9.2%

*1,008 of the Payment Protection Insurance (PPI) complaints closed during this period were not sold the product.

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.