



Complaints Publication Report

Period: 01 July 2016 to 31 December 2016

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
Payment Protection Insurance (PPI)	1,326	1,405	21.8%	97.3%	1.0%
Other General Insurance	47	58	15.5%	70.7%	22.4%
PPI & General Insurance combined	1,373	1,463	21.5%	96.2%	1.8%
Other	2,637	2,786	8.9%	79.1%	25.5%
Total	4,010	4,249	13.3%	86.7%	17.3%

During the period, PSA Finance UK Ltd. traded 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.

PSA Finance UK Ltd,

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