Summary Publication

1 Annex 1BR

Complaints publication report

Firm name: Welcome Financial Services Limited
Group: (if applicable): N/A
Other firms included in this report (if any): N/A
Period covered in this report: 01 July 2018 to 31 December 2018
Bands/trading names covered: Welcome Financial Services Limited

	Number of complaints opened by volume of business							
Product/service grouping	Provision (at reporting period end date)	Intermediation (within the reporting period)	Number of complaints opened	Number of complaints closed	Percentage closed within 3 days	Percentage closed after 3 days but within 8 weeks	Percentage upheld	Main cause of complaints opened
Banking and credit cards	15.42	-	368	359	100%	100%	7%	Disputes over sums/charges
Home finance	14.89	-	149	133	1%	99%	10%	Disputes over sums/charges
Insurance and pure protection	5.75	-	4,256	4,419	0%	100%	54%	Unsuitable advice
Decumulation and pensions	-	-	-	-	-	-	-	-
Investments	-	-	-	-	-	-	-	-
Credit related	-	-	-	-	-	-	-	-