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 January 2019 to 30 June 2019
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	10.60	-	253	283	100%	95%	4%	Disputes over sums/charges
Home finance	16.83	-	171	196	12%	87%	12%	Disputes over sums/charges
Insurance and pure protection	5.05	-	3,733	3,908	0%	99%	50%	Unsuitable advice
Decumulation and pensions	-	-	-	-	-	-	-	-
Investments	-	-	-	-	-	-	-	-
Credit related	-	-	-	-	-	-	-	-