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 2018 to 30 June 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	8.73	-	237	245	2%	96%	5%	Disputes over sums/charges
Home finance	9.38	-	98	86	5%	94%	12%	Disputes over sums/charges
Insurance and pure protection	7.07	-	5.227	4,951	0%	100%	45%	Unsuitable advice
Decumulation and pensions	-	-	-	-	-	-	-	-
Investments	-	-	-	-	-	-	-	-
Credit related	-	-	-	-	-	-	-	-