

## COMPLAINTS PUBLICATION REPORT

1 Annex 1BR

Complaints publication report

This table belongs to DISP 1.10A.2R. Complaints publication report

Firm name: **MadisonCFUKLtd**  
 Group: (if applicable): **N/A**  
 Other firms included in this report (if any): **N/A**  
 Period covered in this report: **01st January 2020 – 30th June 2020**

Number of complaints opened by volumes 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								
Home finance								
Insurance & pure protection								
Decumulation and pensions								
Investments								
Credit Related	<b>43.72</b>	<b>160.06</b>	<b>4403</b>	<b>5042</b>	<b>5.87</b>	<b>68.19</b>	<b>41.86</b>	<b>Responsible lending</b>