

COMPLAINTS PUBLICATION REPORT

1 Annex 1BR

Complaints publication report

This table belongs to DISP 1.10A.2R.

Complaints publication report

Firm name: **Madison CF UK Ltd**
 Group: (if applicable): **N/A**
 Other firms included in this report (if any): **N/A**
 Period covered in this report: **01st July 2017 – 31st December 2017**
 Brands/trading names covered: **118 118 Money**

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	4.82	8.47	2,959	2,187	n/a	n/a	14.99	n/a