

## 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 July 2018 – 31st December 2018**

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	<b>23.12</b>	<b>N/A</b>	<b>115</b>	<b>87</b>	<b>2.29</b>	<b>81.60</b>	<b>49.42</b>	<b>App issues</b>
Home finance								
Insurance & pure protection								
Decumulation and pensions								
Investments								
Credit Related	<b>8.08</b>	<b>32.57</b>	<b>3903</b>	<b>4662</b>	<b>n/a</b>	<b>n/a</b>	<b>24.83</b>	<b>n/a</b>