

Complaints Publication Report

Firm Name:	Countrywide Principal Services Ltd.
Group:	Countrywide Plc.
Period covered in this report:	1 st January to 30 th June 2018
Brands/trading names covered:	Countrywide Mortgage Services Countrywide Insurance Services Countrywide Residential Lettings

		Number of complaints opened	Number of complaints closed	Complaints closed within 8 weeks (%)	Closed complaint upheld by firm (%)
A	Home Finance	207	200	99.0	22.5
B	General insurance & pure protection	180	187	99.4	11.1

To provide some context on the amount of complaints Countrywide receives, the “Home Finance” category also includes unregulated Buy-to-Let mortgages and the following table shows the number of complaints opened as a percentage of business transacted by Countrywide in each product area during the reporting period:

		Number of complaints opened	Total business transactions	Complaints as a % of Business
A	Home Finance	207	17889	1.2
B	General insurance & pure protection	180	24961	0.7

Publicity regarding the sale of Payment Protection Insurance policies continues to prompt complaints from Claims Management Companies and individuals. The percentage upheld however, reflect that in many cases no evidence of a mis-sale can be found. Please see the table below:

		Number of complaints opened	Number of complaints closed	Complaints closed within 8 weeks (%)	Closed complaint upheld by firm (%)
C	Mortgage Payment Protection Insurance complaints (ASU policies already included within B above)	49	50	96.0	8.0

This Company operates a robust and independently fully transparent complaints procedure. The principles of Treating Customers Fairly are also fully embedded within the business and are at the heart of our complaints process.