

Complaints Publication Report

Firm Name:	Countrywide Principal Services Limited (CPS)
Group:	Countrywide Limited
Period covered in this report:	1 st January to 30 th June 2021
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	100	120	96.7	29.2
B	General insurance & pure protection	58	80	98.8	25.0

To provide some context on the amount of complaints CPS 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 CPS in each product area during the reporting period:

		Number of complaints opened	Total business transactions	Complaints as a % of Business
A	Home Finance	100	13682	0.7
B	General insurance & pure protection	58	20225	0.3

The deadline for submitting Payment Protection Insurance policy complaints has now passed therefore the following subset table shows these significantly decreased:

		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)	5	8	100	25

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.