

<b>Firm Name: Countrywide Principal Services</b>							
<b>Period Covered: 1 July 2023 – 31st December 2023</b>							
<b>Brands/Trading names covered: Countrywide Insurance Services, Countrywide Mortgage S</b>							
	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	The main cause of complaints opened
Home Finance	6.17 per 1000 sales	163	166	4.82%	93.37%	46.39%	General Admin / Customer Service
Insurance and Pure Protection	5.32 per 1000 sales	81	69	1.23%	77.78%	29.63%	Advising / Selling / Arranging
Credit Related	0	0	0	0	0	0	0