Firm Name: Countrywide Principal Services Limited
Period Covered: 1 July - 31 December 2025
Brands/Trading names covered: Countrywide Insurance Services, Countrywide Mortgage Services, Slater Hogg Mortgage Services, Lambert Smith Hampton

	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	13.71 per 1000 sales	210	216	6.48%	90.74%	45.37%	General Admin / Customer Service
Insurance and Pure Protection	5.23 per 1000 sales	97	103	2.91%	94.17%	35.92%	General Admin / Customer Service
Credit Related	0	0	0	0	0	0	0