

Firm Name: Countrywide Principal Services Limited

Period Covered: 1st January 2023 – 30th June 2023

Brands/Trading names covered: Countrywide Insurance Services, Countrywide Mortgage Services, Slater Hogg Mortgage Services

	Intermediation (within 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	11.61 per 1000 sales	172	197	13.71%	69.04%	49.24%	General Admin/Customer Service
Insurance & Pure Protection	4.68 per 1000 sales	55	73	2.74%	78.08%	41.10%	General Admin/Customer Service
Credit Related	0	0	0	0	0	0	N/A