

# Complaints Publication Report

Firm Name	Aldermore Bank
Period Covered	01 January 2023 – 30 June 2023

At Aldermore, our purpose is to back people to fulfil life's hopes and dreams. However, we also recognise that at times things can go wrong and when they do, we make every effort to rectify the problem as quickly as we possibly can, working with our customers to put things right and ensuring we learn from mistakes.

Aldermore's complaints procedure has been designed to make it quick and easy for customers to get in touch with us for any issues they may have. Our "How we handle complaints" leaflet provides details of how to raise a complaint and it also details how customers can escalate their complaint to the Financial Ombudsman Service if they are dissatisfied with our response.

The following data details the volume of complaints reportable to the Financial Conduct Authority (FCA) for the last 6 months (01 January 2023 – 30 June 2023).

Grouping	Provision	Number of Complaints		Percentage Closed Within 3 Days	Percentage Closed After 3 Days But Within 8 Weeks	Percentage Upheld	Main Cause Of Complaints Opened
		Opened	Closed				
<b>Banking And Credit Cards</b>	<b>2.32</b> Complaint Per 1000 Accounts	866	937	48.35%	50.48%	71.40%	Delays/Timescales, Product General Admin, Product Performance/Features
<b>Home Finance</b>	<b>14.84</b> Complaints Per 1000 Balances Outstanding	664	589	27.84%	70.12%	63.67%	Other General Admin/Customer Service, Disputes Over Sums/Charges, Arrears Related
<b>Credit Related</b>	<b>6.28</b> Complaints Per 1000 Loans	43	44	11.36%	59.09%	34.09%	General Admin/Customer Service, Merchantable Quality, Unclear Guidance/Arrangement