

Complaints Publication Report

Firm Name	Aldermore Bank
Period Covered	1 July to 31 December 2020

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 (1 July to 31 December 2020).

	Number of complaints opened by volume of business						
Grouping	Provision as at 31 December 2020	Number of complaints opened	Number of complaints closed	Percentage closed within 3 days	Percentage closed after 3 days but within 8 weeks	Percentage upheld	Main cause of complaints opened
Banking and Credit Cards	1.24 complaints per 1000 accounts	409	396	47.5%	51.3%	51.5%	Delays/timescales, other general admin/customer service and product performance/features.
Home Finance	8.07 complaints per 1000 balances outstanding	376	383	1.6%	96.3%	32.6%	Unclear guidance, other general admin/customer service and arrears.
Credit related	5.75 complaints per 1000 loans	56	64	N/A	N/A	15.6%	Mortgage Payment Holidays / Debt Collection