

This table belongs to DISP 1.10A.2R.

Complaints publication report

Firm name: ClearBank
 Group: (if applicable): N/A
 Other firms included in this report (if any): N/A
 Period covered in this report: 1st Jul - 31st Dec 2022
 Brands/trading names covered: N/A

| Number of complaints opened by volume of business | | | | | | | | |
|---|--|--|-----------------------------|-----------------------------|---------------------------------|---|-------------------|--|
| Product / service grouping | Provision (at reporting period end date) | 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 | Main cause of complaints opened |
| Banking and credit cards | 3.24 | N/A | 2,110 | 2,378 | 14% | 83% | 59% | Other general admin / customer service |
| Home finance | per 1000 balances outstanding | per 1000 sales | | | | | | |
| Insurance and pure protection | per 1000 policies in force | per 1000 policies sold | | | | | | |
| Decumulation and pensions | per 1000 policies in force | per 1000 policies sold | | | | | | |
| Investments | per 1000 client accounts | per 1000 sales or equivalent transactions | | | | | | |
| Credit related | (Recommended only) per 1000 accounts / loans | (Recommended only) per 1000 sales | | | | | | |
| Claims management | per 1000 claims in progress and/or leads generated | | | | | | | |