

Complaints Publication Report

Firm name: R Raphael & Sons Plc

Period covered in this report: 29 August 2017 to 28 February 2018

Brands/ trading names covered: R. Raphael & Sons Plc, Raphaels Asset Management, Raphael Finance, Raphaels, Raphaels Bank, Southern Finance, Southern Finance Northern Division, Raphael Finance Northern Division and Raphael WAV Finance.

Product/ service grouping	Provision (at reporting period end date)	Intermediation (within the reporting period)	Number of complaints opened by volume of business						Main cause of complaints opened
			Number of complaints opened	Number of complaints closed	Percentage closed within 3 days	Percentage closed after 3 days but within 8 weeks	Percentage Upheld		
Banking and credit cards	0.59 per 1000 accounts	N/A	4,020	4,315	74.02%	15.75%	58.65%	Disputes over sums/ charges	
Insurance and pure protection	N/A	1.20 per 1000 policies sold*	60	68	38.23%	45.58%	10.29%	Unsuitable Advice	
Credit related	3.13 per 1000 loans	N/A	174	169	N/A	N/A	33.13%	N/A	

* This figure has been calculated based on historic payment protection policies sold, as this is not a product currently being sold by the Bank and complaints relate to closed agreements.