

## Complaints Publication Report

**Firm name:** R Raphael & Sons Plc

**Period covered in this report:** 1 September 2018 to 28 February 2019

**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	Number of complaints opened by volume of business		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
	Provision (at reporting period end date)	Intermediation (within the reporting period)						
Banking and credit cards	0.85 per 1000 accounts	N/A	3,500	3,717	70.24%	27.04%	74.31%	Disputes over sums/ charges
Insurance and pure protection	N/A	1.38 per 1000 policies sold*	69	53	67.92%	67.92%	39.62%	Unsuitable advice
Credit related	3.07 per 1000 loans	N/A	112	105	43.81%	43.81%	43.43%	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.