

Complaints Publication Report

Firm name: R Raphael & Sons Plc

Period covered in this report: 1 March 2019 to 31 August 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.

		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	10.82 per 1000 accounts	N/A	2,133	2,150	87.86%	11.95%	73.63%	Product performance/features	
Insurance and pure protection	N/A	26.48 per 1000 policies sold	1,324	950	14.32%	84.42%	4.74%	Unclear guidance/arrangement	
Credit related	5.95 per 1000 loans	N/A	93	95	47.37%	46.32%	12.63%	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.