



The below table shows the volumes of complaints raised with Capquest Debt Recovery during the period of 01/07/2020 and 31/12/2020.

	Number of complaints opened by volume of business						
Product/service grouping	Provision (at reporting period end date)	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
Credit related complaints*	0.40	852	827	27%	70%	49.46%	Customer Service

\*complaints in relation to debt purchase and debt collection