



The below table shows key data relating to complaints raised with Capquest Debt Recovery Limited.

Period covered in this report: 1 July – 31 December 2024

	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 opened
Credit Related*	0.42**	803	1120	13.2%	63.2	55.2	Customer Service

*The term “Credit Related” covers the FCA regulated activities of Debt Administration, Debt Collecting, Exercising/having right to exercise lender's rights and duties under a regulated credit agreement, and under specific circumstances, Debt Counselling and Credit Broking, as outlined within Capquest’s insert on the Financial Services Register.

**This figure represents the number of complaints opened per 1000 customers during the reporting period stated above.