

Complaints publication report

Firm name: FCE Bank plc

Group: (if applicable): N/A

Other firms included in this report (if any): N/A

Period covered in this report: 1st January 2018 – 30th June 2018

Brands/trading names covered: Ford Credit - Ford Money - Ford Insure

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	per 1000 accounts	N/A	51	47	19%	81%	38%	General admin / customer service
Home finance	per 1000 balances outstanding	per 1000 sales						
Insurance and pure protection	per 1000 policies in force	per 1000 policies sold	359	658	9%	45%	63%	PPI
Decumulation and pensions	per 1000 policies in force	per 1000 policies sold						
Investments	per 1000 client accounts	per 1000 sales or equivalent transactions						
Credit related	- (Recommended only) per 1000 accounts / loans	- (Recommended only) per 1000 sales	648	739	N/A	N/A	48%	N/A