

**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 July 2018 – 30th December 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)						
<b>Banking and credit cards</b>	per 1000 accounts	N/A	55	53	26%	74%	15%	General admin / customer service
<b>Home finance</b>	per 1000 balances outstanding	per 1000 sales						
<b>Insurance and pure protection</b>	per 1000 policies in force	per 1000 policies sold	381	382	28%	37%	46%	PPI
<b>Decumulation and pensions</b>	per 1000 policies in force	per 1000 policies sold						
<b>Investments</b>	per 1000 client accounts	per 1000 sales or equivalent transactions						
<b>Credit related</b>	- (Recommended only) per 1000 accounts / loans	- (Recommended only) per 1000 sales	708	644	N/A	N/A	50%	N/A