

## Complaints data summary

The Funding Corporation Limited is dedicated to treating customers fairly and our customers are important to us. We aim to deliver exceptional experiences to all our customers however we recognise that from time to time we may fail to meet a customer's expectations. When this happens we are committed to putting things right as quickly as possible.

Under the Financial Conduct Authority (FCA) Dispute Resolution Rules, The Funding Corporation Limited is required to publish data regarding the number of insurance complaints received within a 6 month period.

These figures relate to all complaints received whether justified or unjustified, and may relate to products we no longer sell.

Firm name: **The Funding Corporation Limited**

Other firms included in this report for the general insurance and pure protection complaints category: The Funding Corporation (1) Limited, The Funding Corporation (2) Limited, Cygnet Financial Services Limited and County Leasing & Finance Limited.

Period covered in this report: 1 July 2015 to 31 December 2015

	Number of complaints opened	Number of complaints closed	Complaints closed within 8 weeks (%)	Closed complaints upheld by firm (%)
Banking and credit cards	Not applicable	Not applicable	Not applicable	Not applicable
Home finance	Not applicable	Not applicable	Not applicable	Not applicable
General insurance and pure protection	666	872	96%	95%
Decumulation, life and pensions	Not applicable	Not applicable	Not applicable	Not applicable
Investments	Not applicable	Not applicable	Not applicable	Not applicable
Credit-related	Not applicable	Not applicable	Not applicable	Not applicable

To enquire about the complaints data, write to:

Complaints Department, The Funding Corporation, International House, Kingsfield Court, Chester Business Park, Chester CH4 9RF