

FCA AUTOMOTIVE SERVICES UK LTD

COMPLAINTS DATA

Information about our complaints

FCA Automotive Services UK Ltd is authorised and regulated by the Financial Conduct Authority for the sale of general insurances and consumer credit purposes.

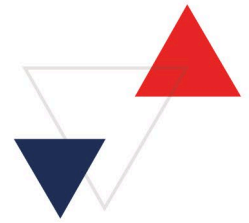
In accordance with the reporting guidelines, FCA Automotive Services UK Ltd received over 500 complaints in the last 6 months.

The complaints data covered in this report: 1st January 2022 – 30th June 2022

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	N/A	N/A	0	0	0	0	0	0
Home finance	N/A	N/A	0	0	0	0	0	0
Insurance and pure protection	N/A	N/A	0	0	0	0	0	0
Decumulation and pensions	N/A	N/A	0	0	0	0	0	0
Investments	N/A	N/A	0	0	0	0	0	0
Credit related	3.93 complaints per 1000 Accounts/ loans	N/A	531	679	N/A	N/A	N/A	N/A
Claims management	N/A	N/A	0	0	0	0	0	0
Funeral plans	N/A	N/A	0	0	0	0	0	0

Putting the data in context

- Complaints received by FCA Automotive Services UK Ltd relating entirely to other respondents are not required to be reported



LEASYS UK LTD

COMPLAINTS DATA

Information about our complaints

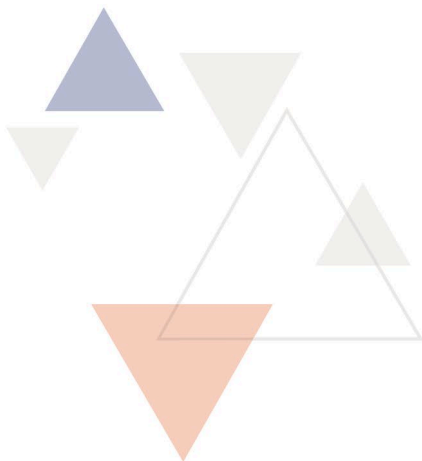
Leasys UK Ltd is authorised and regulated by the Financial Conduct Authority for consumer credit purposes.

The complaints data covers the period 1st January 2022 to 30th June 2022

In accordance with the reporting guidelines, Leasys UK Ltd did not reach the threshold for reporting complaints data in the last 6 months.

Putting the data in context

- Complaints received by Leasys UK Ltd relating entirely to other respondents are not required to be reported



LEASYS UK LTD

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Registered in England and Wales
Company Registration Number 3385187

Registered Office
250 Bath Road, Slough, SL1 4DX

Calls may be monitored or recorded for security and quality purposes.
Leasys UK Ltd is authorised and regulated by the Financial Conduct Authority (FRN 664865)

[leasys.com](https://www.leasys.com)