

# Complaints Publication Report

<b>Firm Name</b>	<b>Aldermore Bank plc</b>
<b>Period Covered</b>	<b>1 January to 30 June 2019</b>

Below is a table showing how many complaints Aldermore Bank plc received and dealt with from 1 January to 30 June 2019.

Grouping	Number of complaints opened by volume of business		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 as at 30 June 2019	Number of complaints opened					
<b>Banking and Credit Cards</b>	2.34 complaints per 1000 accounts	622	610	71.6%	28.4%	51.8%	Product performance/features Delays/timescales and general administration
<b>Home Finance</b>	7.29 complaints per 1000 balances outstanding	306	304	22.7%	77.3%	32.9%	General administration and unclear guidance
<b>Credit related</b>	3.88 complaints per 1000 loans	35	34	N/A	N/A	29.4%	Unclear guidance and other

At Aldermore, we put our customers at the heart of everything we do. We strive to provide exceptional service and transparency to deliver banking as it should be.

However, when things go wrong, we make every effort to rectify the problem as quickly as we possibly can, working with our customers to put things right and ensuring we learn from our mistakes.

In the last six months customer complaints received by Aldermore are as follows:

- The number of Banking and Credit Cards complaints per 1000 accounts has increased from 1.68 to 2.34. This was caused by the impact from higher than forecast volumes of new accounts in our Personal Savings Division. Customers unfortunately experienced delays whilst their requests were being processed. We worked hard to resolve these issues and in recent months we have seen the volume of complaints drop. Throughout the period we looked to minimise the impact to our customers and resolved over 70% of complaints in this category within 3 business days.
- The number of Home Finance complaints per 1000 balances increased from 6.14 to 7.29. This has been as a result of customer complaints received in relation to the service provided by Aldermore when applying for a mortgage.
- The number of Credit related complaints per 1000 loans has increased slightly from 3.77 to 3.88.

Aldermore's complaints procedure has been designed to make it quick and easy for customers to get in touch with us for any issues they may have. Our "How we handle complaints" leaflet provides details of how to raise a complaint and what timescales customers can expect from us to receive a reply. It also details how customers can escalate their complaint to the Financial Ombudsman if they are dissatisfied with our response.