

Complaints Publication Report

Firm Name	Aldermore Bank plc
Period Covered	1 January to 30 June 2016

Below is a table showing how many complaints Aldermore Bank plc received and dealt with from 1 January 2016 to 30 June 2016.

Grouping	Number of complaints opened	Number of complaints closed	Complaints closed within 8 weeks (%)	Closed complaints upheld by Aldermore (%)
Banking and credit cards	462	440	99.7%	60.2%
Home finance	93	82	97.6%	38.5%
Credit-related	20	18	Not applicable	27.8%

The figures below show how these relate to the number of accounts or income in each grouping, to allow comparisons to be made with other financial organisations on a consistent basis.

- We have around 187,000 banking and loan accounts. We received 2.4 complaints for every 1000 accounts.
- We have around 30,000 mortgage accounts. We received 3.1 complaints for every 1000 accounts.
- We have over 7,000 regulated finance agreements. We receive 2.7 complaints for every 1000 agreements.

Complaints are very important to us. We use complaints to understand where our customers aren't happy with our service so we can make improvements. We always do our best to deal with complaints as quickly and fairly as possible. Our complaints process has been designed with customers at its heart. If you have a complaint, please get in touch and we'll do all we can to resolve the matter with you.