

Complaints Publication Report

Firm Name	Aldermore Bank plc
Period Covered	1 July to 31 December 2016

Below is a table showing how many complaints Aldermore Bank plc received and dealt with from 1 July to 31 December 2016.

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 (at 31 December 2016)	Number of complaints opened					
Banking and credit cards	1.58 complaints per 1000 accounts	390	416	26.7%	73.1%	43.8%	General Administration and Customer Service
Home finance	11.47 complaints per 1000 balances outstanding	367	360	29.7	67.8%	34.2%	Disputes over sums and charges
Credit related	1.66 complaints per 1000 loans	20	21	N/A	N/A	28.6%	Disputes over sums and charges

Prior to 30 June 2016 Aldermore, like all banks, was not required to include complaints that were resolved on the day of receipt as part of both reporting to the FCA and the data published on our website. The complaints reported to the FCA (and included on our website) only included complaints that were unable to be resolved on the day of receipt.

However, in June 2016 the FCA introduced new rules requiring banks and building societies to report and publish details of all of the complaints received, including those that were able to be resolved quickly (and which were previously excluded from the published figures). As a result of this, the number of complaints that Aldermore has published in the above table, for the period ending 31 December 2016, shows an increase to those that Aldermore published for the period ending 30 June.

When considering the number of complaints we receive per 1000 accounts we believe that it may be helpful if we confirm the number of relevant accounts our customers hold.

We have over 247,000 banking and loan accounts.
 We have over 32,000 mortgage accounts.
 We have over 12,000 regulated finance 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.