

Complaints Publication Report

Firm Name	Aldermore Bank plc
Period Covered	1 July to 31 December 2019

Below is a table showing how many complaints Aldermore Bank Plc received and dealt with from 1 July to 31 December 2019.

Grouping	Number of complaints opened by volume of business						Main cause of complaints opened
	Provision as at 31 December 2019	Number of complaints opened	Number of complaints closed	Percentage closed within 3 days	Percentage closed after 3 days but within 8 weeks	Percentage upheld	
Banking and Credit Cards	1.35 complaints per 1000 accounts	407	395	59.0%	39.5%	39.2%	Product performance, errors and general administration.
Home Finance	7.63 complaints per 1000 balances outstanding	346	329	14.9%	83.0%	21.9%	General administration, delays and unclear guidance.
Credit related	5.52 complaints per 1000 loans	63	54	N/A	N/A	25.9%	General administration, 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 back people to fulfil life's hopes and dreams.

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 decreased from 2.34 to 1.35.
- The number of Home Finance complaints per 1000 balances increased marginally from 7.29 to 7.63. 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 from 3.88 to 5.52. This is due to an increase in complaints related to the quality of products that have been purchased from 3rd party suppliers which Aldermore had provided finance for (e.g. cars or machinery).

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.