

Complaints Publication Report

We fully investigate any complaints we receive and aim to resolve them to the satisfaction of the customer.

Firm name: Charter Court Financial Services Limited

Group: N/A

Other firms included in this report: None

Period covered in this report: 1st January 2018 – 30th June 2018

Brands/trading names covered: Precise Mortgages and Charter Savings Bank

Number of complaints opened by volume of business

Product/service grouping	Provision (at reporting period end date)	Intermediation (within the reporting period)	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
Banking and Credit Cards	1 per 1,000 accounts	-	212	234	23%	77%	37%	General Admin/ Customer Service
Home finance	27 per 1,000 balances outstanding	-	1,455	1,454	47%	52%	40%	General Admin/ Customer Service
General insurance and pure protection*	-	-	-	-	-	-	-	-
Decumulation, life and pensions*	-	-	-	-	-	-	-	-
Investments*	-	-	-	-	-	-	-	-
Credit related*	-	-	-	-	-	-	-	-

*We do not offer these products.