

# 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 2020 – 30th June 2020

**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	-	310	309	36.25%	63.75%	27.51%	General admin/ customer service
Home finance	13 per 1,000 balances outstanding	-	895	890	29.55%	70.45%	34.83%	Information, sums/ charges or product performance
General insurance and pure protection*	-	-	-	-	-	-	-	-
Decumulation, life and pensions*	-	-	-	-	-	-	-	-
Investments*	-	-	-	-	-	-	-	-
Credit related*	-	-	-	-	-	-	-	-
Claims management*	-	-	-	-	-	-	-	-

\*We do not offer these products.