

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 July 2019 – 31st December 2019

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	2 per 1,000 accounts	-	428	428	25.47%	74.53%	32.01%	General admin/ customer service
Home finance	14 per 1,000 balances outstanding	-	974	1003	27.42%	72.28%	30.21%	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.