

**Firm Name:**

The Claims Guys Limited

**Group (if applicable):**

Lead X Holdings

**Other firms included in this report (if any):**

None

**Period covered in this report:**

01 April 2019 – 30 June 2020

**Brands/Trading Names Covered:**

The Claims Guys Limited, The Claims Guys

	Number of Complaints opened by Volume of Business							
	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	N/A	N/A	0	0	0.00%	0.00%	0.00%	N/A
Home Finance	N/A	N/A	0	0	0.00%	0.00%	0.00%	N/A
Insurance and Pure Protection	N/A	N/A	0	0	0.00%	0.00%	0.00%	N/A
Decumulation and Pensions	N/A	N/A	0	0	0.00%	0.00%	0.00%	N/A
Investments	N/A	N/A	0	0	0.00%	0.00%	0.00%	N/A
Credit Related	N/A	N/A	0	0	0.00%	0.00%	0.00%	N/A
Claims Management	8.12 complaints per 1000 claims opened during the reporting period	N/A	3877	3891	6.58%	93.11%	44.67%	General Administration