

Firm Name: UK Credit Limited

Group: Norfolk Capital Group

Other firms included in this report (if any): None

Period covered in this report: 1 January 2021 - 30 June 2021

Brands/trading names covered: UK Credit Limited

Product/Service grouping	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	0	0	0	0	0	N/A
Home finance	0	0	0	0	0	N/A
Insurance and pure protection	0	0	0	0	0	N/A
Decumulation and pensions	0	0	0	0	0	N/A
Investments	0	0	0	0	0	N/A
Credit related	1099	1135	1.0%	99.0%	36.3%	Advising, selling and arranging
Claims Management	0	0	0	0	0	N/A

Firm Name: UK Credit Limited

Group (if applicable): None

Other firms included in this report (if any): None

Period covered in this report: 1 July 2020 - 31 December 2020

Brands/trading names covered: UK Credit

Product/Service grouping	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	0	0	0	0	0	N/A
Home finance	0	0	0	0	0	N/A
Insurance and pure protection	0	0	0	0	0	N/A
Decumulation and pensions	0	0	0	0	0	N/A
Investments	0	0	0	0	0	N/A
Credit related	909	779	2.6%	97.3%	39.5%	Advising, selling and arranging
Claims Management	0	0	0	0	0	N/A

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Banking and credit cards	0	0	0	0	0	N/A
Home finance	0	0	0	0	0	N/A
Insurance and pure protection	0	0	0	0	0	N/A
Decumulation and pensions	0	0	0	0	0	N/A
Investments	0	0	0	0	0	N/A
Credit related	590	517	7%	93%	44.90%	Advising, selling and arranging
Claims Management	0	0	0	0	0	N/A