

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 2020 - 30 June 2020

Brands/trading names covered: UK Credit Limited

Product/Service grouping	Number of complaints opened by volume of business		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
	Provision (at reporting period end date)	Intermediation (within the reporting period)						
Banking and credit cards	per 1000 accounts	N/A	0	0	0	0	0	N/A
Home finance	per 1000 balances outstanding	per 1000 sales	0	0	0	0	0	N/A
Insurance and pur protection	per 1000 policies in force	per 1000 policies sold	0	0	0	0	0	N/A
Decumulation and pensions	per 1000 policies in force	per 1000 policies sold	0	0	0	0	0	N/A
Investments	per 1000 client accounts	per 1000 sales or equivalent	0	0	0	0	0	N/A
Credit related	<i>(Recommended only) per 1000 accounts/loans</i>	<i>(Recommended only) per 1000 sales</i>	590	517	7%	93%	44.90%	Advising, selling and arranging
Claims Management	per 1000 claims in progress and/or leads generated	N/A	0	0	0	0	0	N/A