

Firm name: Swinton Group Limited

Period covered in this report: 1st July 2017 to 31st December 2017

Brand/trading names covered: Swinton, Swinton Commercial, Safeguard, Scenic.

	<b>Number of complaints opened by volume of business</b>						
<b>Product/Service</b>	<b>Intermediation (within the reporting period)</b>	<b>Number of complaints opened</b>	<b>Number of complaints closed</b>	<b>Percentage closed within 3 days</b>	<b>Percentage closed after 3 days but within 8 weeks</b>	<b>Percentage upheld</b>	<b>Main cause of complaints opened</b>
Banking & Credit Cards	N/A	0	0	0	0	0	N/A
Home finance	N/A	0	0	0	0	0	N/A
Insurance and pure protection	17.74 Per 1000 policies sold	19864	19661	73%	18%	58%	Errors/ Not Following Instructions
Decumulation and pensions	N/A	0	0	0	0	0	N/A
Investments	None Sold	3	3	0	33%	0	Product Performance/ Features
Credit-related	6.19 per 1000 credit accounts	2118	2151	N/A	N/A	52%	N/A