

Firm name: Swinton Group Limited

Period covered in this report: 1 January 2017 to 30 June 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 | 23.67 per 1000 policies sold                             | 31396                              | 32451                              | 72.12%                                 | 27.63%   | 52.45%                   | General admin/Customer service- Errors/ Not following instructions           |
| Decumulation and pensions     | N/A  | 0                                  | 0                                  | 0                                      | 0  | 0                        | N/A  |
| Investments                   | None sold  | 1                                  | 1                                  | 0%                                     | 0%   | 0%                       | Information, sums/charges, product performance- Product performance/Features |
| Credit-related                | 11.51 per 1000 credit accounts                           | 4452                               | 4526                               | N/A                                    | N/A  | 46.73%                   | N/A  |