

Complaints data

Firm name: Cabot Credit Management Group Limited

Period covered in this report: 1st July - 31st December 2023

Number of complaints opened
by volume of business

| Product / service grouping | 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 |
|----------------------------|--|--|-----------------------------|-----------------------------|---------------------------------|---|-------------------|---------------------------------|
| Credit Related | 0.90 | n/a | 5,147 | 5,177 | 17.62% | 79.25% | 21.58% | Communication |
| Home Finance | 2.96 | n/a | 43 | 43 | 16.27% | 67.44% | 32.56% | Communication |