

Complaints publication report¹

Firm Name:	N.I.I.B. Group Ltd
Group: (if applicable):	n/a
Other firms included in this report (if any):	n/a
Period covered in this report:	01 July 2022 – 31 December 2022
Brands / trading names covered:	Northridge Finance

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	-	-	-	-	-	-	-	-
Home finance	-	-	-	-	-	-	-	-
Insurance and pure protection	-	-	-	-	-	-	-	-
Decumulation and pensions	-	-	-	-	-	-	-	-
Investments	-	-	-	-	-	-	-	-
Credit related	4.5 complaints per 1,000 live agreements	36.2 complaints per 1000 sales	788	822 ²	N/A	N/A	9.7%	N/A
Claims management	-	-	-	-	-	-	-	-

¹ Published in line with https://www.handbook.fca.org.uk/form/disp/DISP_01_ann_1B_20190401.pdf

² Includes complaints closed that may have been opened prior to the reporting period.

