

# Complaints publication report<sup>1</sup>

**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 January 2023 – 30 June 2023  
**Brands / trading names covered:** Northridge Finance

	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
Banking and credit cards	-	-	-	-	-	-	-	-
Home finance	-	-	-	-	-	-	-	-
Insurance and pure protection	-	-	-	-	-	-	-	-
Decumulation and pensions	-	-	-	-	-	-	-	-
Investments	-	-	-	-	-	-	-	-
Credit related	6.45 complaints per 1,000 live agreements	28.4 complaints per 1000 sales	1,158	819 <sup>2</sup>	N/A	N/A	16.7%	N/A
Claims management	-	-	-	-	-	-	-	-

<sup>1</sup> Published in line with [https://www.handbook.fca.org.uk/form/disp/DISP\\_01\\_ann\\_1B\\_20190401.pdf](https://www.handbook.fca.org.uk/form/disp/DISP_01_ann_1B_20190401.pdf)

<sup>2</sup> Includes complaints closed that may have been opened prior to the reporting period.

