

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

<b>Firm Name:</b> N.I.I.B. Group Ltd <b>Group: (if applicable):</b> n/a <b>Other firms included in this report (if any):</b> n/a <b>Period covered in this report:</b> 01 July 2023 – 31 December 2023 <b>Brands / trading names covered:</b> Northridge Finance
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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	9.13 complaints per 1,000 live agreements	55.7 complaints per 1000 sales	1,609	1,491 <sup>2</sup>	N/A	N/A	30.1%	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.