

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 January 2024 – 30 June 2024 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	18.3 complaints per 1,000 live agreements	102.0 complaints per 1000 sales	3,228	1,412 ²	N/A	N/A	27.8%	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.