

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 2025 – 30 June 2025
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	542.3 complaints per 1,000 live agreements	1,961.8 complaints per 1000 sales	114,428	2,374 ²	N/A	N/A	28.7%	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.