

# 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 2025 – 31 December 2025
<b>Brands / trading names covered:</b>	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	606.5 complaints per 1,000 live agreements	3,769.1 complaints per 1000 sales	130,769	2,165 <sup>2</sup>	N/A	N/A	33.6%	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.