

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 July 2025 – 31 December 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 | 606.5 complaints per 1,000 live agreements | 3,769.1 complaints per 1000 sales | 130,769 | 2,165 ² | N/A | N/A | 33.6% | 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.