

# Complaints publication report

<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 Jul 2019 – 31 December 2019
<b>Brands / trading names covered:</b>	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 <sup>1</sup>	0: policies in force	0: policies sold	726	729 <sup>2</sup>	94%	5.5%	1.8%	Advising, Selling & Arranging
Decumulation and pensions	-	-	-	-	-	-	-	-
Investments	-	-	-	-	-	-	-	-
Credit related <sup>3</sup>	1.3 complaints per 1,000 live agreements	6.3 complaints per 1000 sales	302	301	N/A	N/A	6.2%	N/A
Claims management	-	-	-	-	-	-	-	-

<sup>1</sup> PPI. NIIB Group Limited (Northridge Finance). 96.3% of complaints, no PPI on agreement

<sup>2</sup> Includes 3 complaints open at start of reporting period

<sup>3</sup> Includes complaints on hire agreements