

# 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 Jan 2021 – 30 June 2021
<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	-	-	-	-	-	-	-	-
Decumulation and pensions	-	-	-	-	-	-	-	-
Investments	-	-	-	-	-	-	-	-
Credit related	1.5 complaints per 1,000 live agreements	12.4 complaints per 1000 sales	305	331	N/A	N/A	7.7%	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)