

1 Annex 1BR

Complaints publication report

This table belongs to DISP 1.10A.2R.

Complaints publication report

Firm name: ClearBank

Group: (if applicable): N/A

Other firms included in this report (if any): N/A

Period covered in this report: 1 July – 31 December 2020

Brands/trading names covered: N/A

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	4.49 per 1000 accounts	N/A	703	603	13%	86%	32%	Other general admin / customer service
Home finance	per 1000 balances outstanding	per 1000 sales						
Insurance and pure protection	per 1000 policies in force	per 1000 policies sold						
Decumulation and pensions	per 1000 policies in force	per 1000 policies sold						
Investments	per 1000 client accounts	per 1000 sales or equivalent transactions						
Credit related	(Recommended only) per 1000 accounts / loans	(Recommended only) per 1000 sales			N/A	N/A		N/A
Claims management	per 1000 claims in progress and/or leads generated	N/A						