

Complaints Publication Report

We fully investigate any complaints we receive and aim to resolve them to the satisfaction of the customer.

Firm name: Charter Court Financial Services Limited

Group: N/A

Other firms included in this report: None

Period covered in this report: 1st July 2017 – 31st December 2017

Brands/trading names covered: Precise Mortgages and Charter Savings Bank

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	3 per 1,000 accounts	-	412	377	28%	72%	28%	General Admin/ Customer Service
Home finance	34 per 1,000 balances outstanding	-	1278	1281	57%	43%	42%	General Admin/ Customer Service
General insurance and pure protection*	-	-	-	-	-	-	-	-
Decumulation, life and pensions*	-	-	-	-	-	-	-	-
Investments*	-	-	-	-	-	-	-	-
Credit related*	-	-	-	-	-	-	-	-

*We do not offer these products.

To help put the above figures into context:

- We have over 141,000 banking accounts. We received 3 complaints for every 1,000 accounts held.
- We have over 37,000 home finance accounts. We received 34 complaints for every 1,000 balances outstanding.