

COMPLAINTS REPORT

Firm Name: NewDay Ltd

Group (if applicable): n/a

Other firms included in this report (if any): None

Period covered in this report: 1 January 2017 to 30 June 2017

Brands/trading names covered:

aqua, marbles, Opus, Amazon, Burton, Debenhams, Dorothy Perkins, Evans, Harvey Nichols, House of Fraser, Laura Ashley, Miss Selfridge, Outfit, Thomson, Topman, Topshop, Wallis

	NUMBER OF COMPLAINTS OPENED	NUMBER OF COMPLAINTS CLOSED	COMPLAINTS CLOSED WITHIN 8 WEEKS (%)	CLOSED COMPLAINTS UPHELD BY FIRM (%)
BANKING & CREDIT CARDS	20,395	20,582	99.3%	35.9%
HOME FINANCE	0	0	0.0%	0.0%
GENERAL INSURANCE AND PURE PROTECTION	872	820	96.8%	95.1%
DECUMULATION LIFE AND PENSIONS	0	0	0.0%	0.0%
INVESTMENTS	0	0	0.0%	0.0%
CREDIT-RELATED	0	0	0.0%	0.0%