

Complaints publication 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 July 2017 to 31 December 2017

Brands/trading names covered:

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

| Product / service grouping | Provision (at reporting period end date) | 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 card | | | | | | | |
| Home finance | | | | | | | |
| Insurance and pure protection | | | | | | | |
| Decumulation and pensions | | | | | | | |
| Investments | | | | | | | |
| Credit related | 4.1 complaints opened per 1000 open accounts | 22,327 | 20,441 | N/A | N/A | 38% | N/A |