

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 2019 to 31 December 2019

Brands/trading names covered:

Aqua, Fluid, Marbles, Opus, Amazon, AO, Argos, Burton, Debenhams, Dorothy Perkins, Evans, Fluid, Harvey Nichols, House of Fraser, Laura Ashley, Miss Selfridge, Outfit, TUI, Topman, Topshop, Unshackled, 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	5.8 complaints opened per 1000 open accounts	20,691	15,413	N/A	N/A	46%	N/A