

FCA AUTOMOTIVE SERVICES UK LTD

COMPLAINTS DATA

Information about our complaints

FCA Automotive Services UK Ltd is authorised and regulated by the Financial Conduct Authority for the sale of general insurances and consumer credit purposes.

In accordance with reporting guidelines, FCA Automotive Services UK Ltd complaints figures are below:

Firm Name: FCA Automotive Services UK Ltd

Period Covered: January 2016 to June 2016

	No. of complaints opened	No. of complaints closed	Complaints closed within 8 weeks (%)	Complaints upheld by firm (%)
General Insurance & Pure Protection	347	360	99%	0
Consumer Credit Lending	509	482	Not Applicable	64%

Putting the data in context

- Complaints received by FCA Automotive Services UK Ltd relating entirely to other respondents are not required to be reported
- The number of credit-related complaints reported is equivalent in volume to 3 complaints per 1000 credit-related regulated agreements in place on 30 June 2016.
- The general insurance and pure protection complaints relate principally to the selling of Payment Protection Policies (PPI). PPI policies are no longer sold by the company.

FCA FLEET SERVICES UK LTD

COMPLAINTS DATA

Information about our complaints

FCA Fleet Services UK Ltd is authorised and regulated by the Financial Conduct Authority for consumer credit purposes.

The complaints data covers the period 16 October to 31 December 2015.

In accordance with reporting guidelines, FCA Fleet Services UK Ltd did not reach the threshold for reporting complaints data in the last 12 months.

Putting the data in context

- Complaints received by FCA Fleet Services UK Ltd relating entirely to other respondents are not required to be reported.