

Complaints Publication Report

1 Annex 1BR Complaints publication report Complaints publication report

Firm name: Hyundai Capital UK Ltd

Group: N/A

Other firms included in this report (if any): N/A

Period covered in this report: 1st July 2023 to 31st December 2023

Brands/trading names covered: Hyundai Finance, Kia Finance, Hyundai Finance Contract Hire, Kia Finance Contract Hire, Genesis Finance, Genesis Motor Finance, Hyundai Capital Contract Hire, Hyundai Motor Finance, Hyundai Motor Finance Contract Hire, Kia Motors Finance, Kia Motors and Finance Contract Hire.

	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	per 1000 accounts	N/A						
A Home finance	per 1000 balances outstanding	Per 1000 sales						
Insurance and pure protection	Per 1000 policies	Per 1000 policies sold						
Decumulation and pensions	Per 1000 policies in fore	Per 1000 policies sold						
Investments	Per 1000 clients accounts	Per 1000 sales or equivalent transactions						
Credit related	(Recommended only) per 1000 accounts / loans	(Recommend only) per 100 sales)	748	796	N/A	N/A	25.6%	N/A
Claims Management	Per 100 claims in progress and or leads generated	N/A						