**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 to 31st December 2020

**Brands/trading names covered:** Hyundai Finance, Kia Finance, Hyundai Finance Contract Hire and Kia 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) | 503 | 481 | N/A | N/A | 44.5% | N/A |
| **Claims Management** | Per 100 claims in progress and or leads generated | N/A |  |  |  |  |  |  |