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: 1 January 2025 to 31 June 2025

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.

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **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) | 20343 | 1294 | N/A | N/A | 2.76% | N/A |
| **Claims Management** | Per 100 claims in progress and or leads generated | N/A |  |  |  |  |  |  |