

Complaint Publication Report

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|--------------------------------|---|
| Firm Name | Countrywide Principal Services Limited (CPS) |
| Group | Countrywide Limited |
| Period covered in this report: | 1 st January 2022 to 30 th June 2022 |
| Brands/trading names covered: | Countrywide Mortgage Services Countrywide Insurance Services Countrywide Residential Lettings |

| | Intermediation (within 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 | The main cause of complaints opened |
|-------------------------------|---|-----------------------------|-----------------------------|---------------------------------|---|-------------------|-------------------------------------|
| Banking and Credit Cards | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Home Finance | 12.51 per 1000 sales | 145 | 114 | 4.39% | 86.84% | 42.11% | General Admin/Customer Service |
| Insurance and Pure Protection | 4.46 per 1000 sales | 56 | 46 | 0.00% | 89.13% | 39.13% | General Admin/Customer Service |
| Decumulation and Pensions | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| Investments | N/A | 1 | 1 | 0.00% | 0.00% | 0 | Advising/Selling/Arranging |
| Credit Related | N/A | N/A | N/A | N/A | N/A | N/A | N/A |