

Lombard North Central plc

Product /Service Grouping	Number of outstanding complaints at the start of the period	Number of complaints opened	Number of complaints closed	Number of upheld complaints in the period	% upheld	Main cause of complaints opened
Consumer Credit	384	820	359	10	2.97%	Motor Commission

Please note this does not include cases that are not reportable to the FCA, such as those associated with accounts or activity that are not covered by FCA regulations.