

## RBS Collective Investment Funds Ltd

Product / Service Grouping	Number of complaints opened by volume of business							Main cause of complaints opened
	Provision (at reporting period end date)	Intermediation (within the reporting period)	Number of complaints opened	Number of complaints closed	% closed within 3 days	% closed after 3 days but within 8	% upheld	
Investments	1.07 per 1,000 client accounts	N/A	922	800	15%	81%	66%	Delays/ timescales

To put the above figures into context:

- Complaints made were up 146% compared to H1 2020.
- The increase related to issues with the processes required for the first maturities under Child Trust Fund products
- We received less than one complaint for every 900 investments we manage for our clients.