

# Coutts & Company

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	% closed within 3 days	% closed after 3 days but within 8 weeks	% upheld	Main cause of complaints opened
Banking and credit cards	5.11 per 1,000 accounts	N/A	1,152	1,206	42%	57%	52%	Other general admin / customer service
Home finance	7.74 per 1,000 balances outstanding	N/A	75	82	7%	82%	70%	Other general admin / customer service
Insurance and pure protection	0.83 per 1k policies in force	N/A	9	10	4%	40%	60%	Other general admin / customer service
Decumulation and pensions	N/A	65.79 per 1,000 policies sold	5	5	20%	20%	40%	Delays / timescales
Investments	0.33 per 1,000 client accounts	N/A	48	41	12%	61%	61%	Other general admin / customer service
Credit related			20	26	8%	92%	58%	Other general admin / customer service

To put the above figures into context:

- Complaints made to the Bank were down 7% compared to H1 2019.
- Our 1,152 banking and credit card complaints stem from our 225 thousand accounts. This works out as just over five complaints per 1,000 relevant accounts.
- For every 1,000 home finance loans that we had outstanding, we received approximately eight complaints.
- We received less than one complaint for every 1,000 investments we manage for our clients.
- We received five complaints regarding decumulation and pensions. Coutts is a pensions intermediary, and so record complaints in relation to policies sold, of which there were 76, none of which were subject to a complaint or related to advice given.