

**Complaints publication report**

**Firm Name:** Morses Club PLC

**Group:** N/A

**Other Firms included in this report:** None

**Period covered in this report:** 1st September 2021 - 28th February 2022

**Brands/trading names covered:** Morses Club

| Product/Service grouping | Number of Complaints opened by volumes of business |  | 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 complaint opened |
|--------------------------|--|--|-----------------------------|-----------------------------|---------------------------------|---|-------------------|--------------------------------|
|                          | Provision (at reporting period end date)           | Intermediation (within the reportin period end date) |                             |                             |                                 |   |                   |                                |
| Credit related           | (Recommended only) per 1000 accounts/ loans        | (Recommended only) per 1000 sales                    | 7972                        | 7174                        | N/A                             | N/A   | 45%               | N/A                            |