

Firm name: Swinton Group Limited

Period covered in this report: 1st July 2018 - December 31st 2018

Brand/trading names covered: Swinton, Swinton Commercial, Safeguard, Scenic.

	Number of complaints opened by volume of business						
Product/Service	Intermediation (within the 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	Main cause of complaints opened
Banking & Credit Cards	N/A	0	0	0	0	0	N/A
Home finance	N/A	0	0	0	0	0	N/A
Insurance and pure protection	6.24 Per 1000 policies sold	6282	6202	58.4%	41.1%	54.5%	Errors/ Not Following Instructions
Decumulation and pensions	N/A	0	0	0	0	0	N/A
Investments	None Sold	3	2	0	0	0%	Unclear Guidance/ Arrangement
Credit-related	1.50 per 1000 credit accounts	413	406	N/A	N/A	59.6%	N/A