

Complaints Report

Firm Name:

Capital One (Europe) plc

Other firms included in this report (if any):

None

Brands/trading names covered:

Capital One (Europe) plc
Capital One Loans (UK) Limited
Capital One Mortgages Limited
Capital One Homeowner Loans Limited

Group: (if applicable):

Capital One (Europe) plc

Period covered in this report:

1 July 2018 - 31 December 2018

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	PERCENTAGE CLOSED WITHIN 3 DAYS	PERCENTAGE CLOSED AFTER 3 DAYS BUT WITHIN 8 WEEKS	PERCENTAGE UPHELD	MAIN CAUSE OF COMPLAINTS OPENED
BANKING AND CREDIT CARDS	4.05 complaints per 1,000 accounts	N/A	14159	14035	23.75%	75.97%	26.09%	Other general admin / customer service
HOME FINANCE	N/A	N/A	0	0	0.00%	0.00%	0.00%	N/A
INSURANCE AND PURE PROTECTION	25.63 complaints per 1,000 policies in force	No sales in the period	87726	104477	38.84%	61.12%	68.00%	Unsuitable advice
DECUMULATION AND PENSIONS	N/A	N/A	0	0	0.00%	0.00%	0.00%	N/A
INVESTMENTS	N/A	N/A	0	0	0.00%	0.00%	0.00%	N/A
CREDIT RELATED	N/A	N/A	0	0	0.00%	0.00%	0.00%	N/A