

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 – 31 December 2017

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	2.63 complaints per 1,000 accounts	N/A	8348	8301	57.19%	42.40%	26.56%	Other general customer / admin service
HOME FINANCE	N/A	N/A	0	0	0.00%	0.00%	0.00%	N/A
INSURANCE AND PURE PROTECTION	39.24 complaints per 1,000 policies in force	No sales in the period	134310	138032	51.40%	48.54%	79.24%	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