

**CA AUTO FINANCE UK LTD**

**COMPLAINTS DATA**

**Information about our complaints**

CA Auto Finance UK Ltd is authorised and regulated by the Financial Conduct Authority for the sale of general insurances and consumer credit purposes.

In accordance with the reporting guidelines, CA Auto Finance UK Ltd received over 500 complaints in the last 6 months.

**The complaints data covered in this report: 1st July 2023 – 31<sup>st</sup> December 2023**

Product / service grouping	Number of complaints opened by volume of business							
	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	N/A	N/A	0	0	0	0	0	0
Home finance	N/A	N/A	0	0	0	0	0	0
Insurance and pure protection	N/A	N/A	0	0	0	0	0	0
Decumulation and pensions	N/A	N/A	0	0	0	0	0	0
Investments	N/A	N/A	0	0	0	0	0	0



**AUTO FINANCE**

<b>Credit related</b>	12.04 complaints per 1000 Accounts/loans	N/A	1857	1726	N/A	N/A	N/A	N/A
<b>Claims management</b>	N/A	N/A	0	0	0	0	0	0
<b>Funeral plans</b>	N/A	N/A	0	0	0	0	0	0

### **Putting the data in context**

- Complaints received by CA Auto Finance UK Ltd relating entirely to other respondents are not required to be reported.



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