

COMPLAINTS PUBLICATION REPORT

We place the needs of customers at the heart of our day-to-day operations but we understand that we do not always get things right first time.

Complaints from our customers are taken very seriously and it is important to us that all issues are resolved as quickly as possible.

To help us improve and maintain excellent customer service, and in accordance with the FCA's requirement, we publish complaints information every six months.

Firm name:	Paragon Banking Group PLC
Group (if applicable):	N/A
Other firms included in this report (if any):	N/A
Period covered in this report:	1 October 2018 - 31 March 2019
Brands/trading names covered:	Paragon Car Finance, Paragon Personal Finance, Paragon Bank, Idem Servicing, Moorgate Loan Servicing

Product / service grouping	Number of complaints opened by volume 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 complaints opened
	Provision (at reporting period end date)	Intermediation (within the reporting period)						
Banking and Credit Cards	1.19 per 1000 balances outstanding	N/A	236	250	36.00%	64.00%	35.60%	General admin / customer service / Other general admin / customer service
Home Finance	8.00 per 1000 balances outstanding	N/A	710	717	39.61%	59.00%	42.40%	General admin / customer service / Other general admin / customer service
Insurance and Pure Protection	16.52 per 1000 past policies sold	N/A	888	844	36.61%	61.97%	2.25%	Advising, selling and arranging - unsuitable advice
Decumulation and Pensions	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Investments	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Credit Related	5.84 per 1000 accounts / loans	N/A	1053	1059	N/A	N/A	40.22%	N/A

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