

Complaints publication report

1 Annex 1BR

Firm name **Healthcare Finance Limited**

Group (if applicable) **N/A**

Other firms included in this report (if any) **N/A**

Period covered in this report **1 January – 31 December 2023**

Brands/trading names covered **Healthcare Finance Limited**

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	per 1000 accounts	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Home finance	per 1000 balances outstanding	per 1000 sales	N/A	N/A	N/A	N/A	N/A	N/A
Insurance and pure protection	per 1000 policies in force	per 1000 policies sold	N/A	N/A	N/A	N/A	N/A	N/A
Decumulation and pensions	per 1000 policies in force	per 1000 policies sold	N/A	N/A	N/A	N/A	N/A	N/A
Investments	per 1000 client accounts	per 1000 sales or equivalent transactions	N/A	N/A	N/A	N/A	N/A	N/A

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
Credit related	N/A	N/A	1545	111	N/A	N/A	35.14%	Insolvency of one merchant
Claims management	per 1000 claims in progress and/or leads generated	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Funeral plans	per 1000 plans in force	per 1000 plans sold	N/A	N/A	N/A	N/A	N/A	N/A