

Complaints Publication Report

Firm Name	Aldermore Bank
Period Covered	1 January to 30 June 2020

Below is a table showing how many complaints Aldermore Bank received and dealt with from 1 January to 30 June 2020.

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 as at 30 June 2020						
Banking and Credit Cards	1.88 complaints per 1000 accounts	594	600	58.7%	38.3%	50.2%	Delays, product performance and errors.
Home Finance	6.66 complaints per 1000 balances outstanding	308	281	6.8%	84.7%	16.7%	Unclear guidance, general administration and arrears.
Credit related	4.60 complaints per 1000 loans	50	47	N/A	N/A	23.4%	Arrears, errors and other.

At Aldermore, we put our customers at the heart of everything we do. We strive to provide exceptional service and transparency to back people to fulfil life's hopes and dreams.

However, when things go wrong, we make every effort to rectify the problem as quickly as we possibly can, working with our customers to put things right and ensuring we learn from our mistakes.

In the last six months customer complaints received by Aldermore are as follows:

- The number of Banking and Credit Cards complaints per 1000 accounts has increased from 1.35 to 1.88. This was caused by the impact from higher than forecast volumes of new accounts in our Personal Savings Division, where customers unfortunately experienced delays whilst their requests were being processed. We worked hard to resolve these issues and throughout the period we looked to minimise the impact to our customers and resolved over 72% of complaints in this category within 3 business days.
- The number of Home Finance complaints per 1000 balances decreased from 7.63 to 6.66
- The number of Credit related complaints per 1000 loans decreased from 5.52 to 4.60.

Aldermore's complaints procedure has been designed to make it quick and easy for customers to get in touch with us for any issues they may have. Our "How we handle complaints" leaflet provides details of how to raise a complaint and what timescales customers can expect from us to receive a reply. It also details how customers can escalate their complaint to the Financial Ombudsman if they are dissatisfied with our response.