

FCA AUTOMOTIVE SERVICES UK LTD

COMPLAINTS DATA

Information about our complaints

FCA Automotive Services UK Ltd is authorised and regulated by the Financial Conduct Authority for the sale of general insurances and consumer credit purposes.

In accordance with reporting guidelines, FCA Automotive Services UK Ltd complaints figures are below:

Firm name: FCA Automotive Services UK Ltd

Period covered: July 2018 to December 2018

	No. of complaints opened	No. of complaints closed	Complaints closed within 8 weeks (%)	Complaints upheld by firm (%)	Main cause of complaints opened
Consumer Credit Lending	515	450	90%	29%	Product quality and customer service
General Insurance	3	4	100%	25%	Plevin

Putting the data in to context

- Complaints received by FCA Automotive Services UK Ltd relating entirely to other respondents are not required to be reported
- The general insurance is mostly complaints in relation to Plevin PPI mis-selling. PPI policies are no longer sold by the Company since 2011.
- The volume of complaints for consumer credit lending is equivalent to 3 complaints per 1000.