



Complaints Publication Report

Period: 01 January 2024 to 30 June 2024

Product/ service grouping	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	22,401	3,292	N/A	N/A	15.8%	N/A

To put these figures into context:

We have approximately 328,000 credit related agreements. The number of complaints opened during the period is equivalent to 68.3 complaints per 1,000 credit related agreements.

Brands/trading names covered:

Autobank Financial Services, Citroen Contract Motoring, Citroen Financial Services, DS Contract Hire, DS Personal Finance Lease, Free2Move, Just Add Fuel, Passport Personal Lease, Peugeot Contract Hire, Peugeot Financial Services, PSA, PSA Finance UK, Simplydrive UK, Stellantis Financial Services, Vauxhall Finance, Stellantis Financial Services UK Limited