

Complaints Publication Report

Period: 01 July 2024 to 31 December 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	34,528	2,979	N/A	N/A	33.2%	Commissions related

To put these figures into context:

We have approximately 301,000 credit related agreements. The number of complaints opened during the period is equivalent to 114.7 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