

1 Annex 1BR Complaints publication report

This table belongs to *DISP* 1.10A.2R.

Complaints publication report

Firm name: SD Taylor Limited

Group: (if applicable): None

Other firms included in this report (if any): None

Period covered in this report: 1st January– 30th June 2019

Brands/trading names covered: LoansatHome 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	<i>(Recommended only) per 1000 accounts / loans</i>	<i>(Recommended only) per 1000 accounts / loans</i>	576	561	N/A	N/A	24%	N/A