Close Brothers

Complaints Publication Report

In the UK, the Financial Conduct Authority (FCA) requires financial services firms to report on the number of customer complaints received by the firm in respect of FCA regulated services, on a half yearly basis. We publish details of the number of regulated complaints we deal with, the percentage of complaints we close and the percentage of complaints we uphold. This information is contained in the table below.

Our complaints handling

We will work to resolve any issue as quickly as possible, keeping the customer informed at all stages and ensuring that we adhere to our own internal controls with regard to Treating Customers Fairly requirements. The efficient and timely handling of complaints is very important to Close Brothers Limited, and as a key aspect of our customer service delivery we are constantly striving to improve our processes as our business grows.

Firm Name: Close Brothers Limited

Period covered in this report: 1st August 2025 – 31st January 2026

Brands/trading names covered: The trading names covered by this report can be found on the FCA Register by clicking on the following link:
https://register.fca.org.uk/ShPo_FirmDetailsPage?id=001b000000MfF2FAAV

	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 causes of complaints opened**
Banking and credit cards	1.56 per 1000 accounts	N/A	199	199	33.67%	66.33%	57.29%	General admin and customer service
Home finance	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Insurance and pure protection	0.25 per 1000 policies in force	N/A	1	1	100%	0%	0%	General admin and customer service
Decumulation and pensions	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Investments	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Credit related*	N/A	N/A	102873	11814	N/A	N/A	25.55%	N/A

*Credit related illustrates all Consumer Credit lending complaints.

While we acknowledge that there are still improvements to be made in this area, it is evident from these figures that low levels of complaints are received. However, in the unfortunate event someone does complain, we endeavour to resolve the complaint as quickly and as fairly as possible.