

COMPLAINTS PUBLICATION REPORT

We place the needs of customers at the heart of our day-to-day operations but we understand that we do not always get things right first time.

Complaints from our customers are taken very seriously and it is important to us that all issues are resolved as quickly as possible.

To help us improve and maintain excellent customer service, and in accordance with the FCA's requirement, we publish complaints information every six months.

Firm name:	Paragon Banking Group PLC
Group (if applicable):	N/A
Other firms included in this report (if any):	N/A
Period covered in this report:	1 April 2020 - 30 September 2020
Brands/trading names covered:	Paragon Car Finance, Paragon Personal Finance, Paragon Bank, Idem Servicing, Moorgate Loan Servicing

	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
Banking and Credit Cards	2.14 per 1000 balances outstanding	N/A	524	496	22.38%	77.62%	33.47%	General admin / customer service / Other general admin / customer service
Home Finance	7.01 per 1000 balances outstanding	N/A	589	609	32.51%	64.86%	50.57%	Information, sums / charges or product performance - Disputes over sums / charges
Insurance and Pure Protection	1.68 per 1000 past policies sold	N/A	87	93	23.65%	60.22%	21.51%	Advising, selling and arranging - unsuitable advice
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	4.06 per 1000 balances outstanding	N/A	579	586	N/A	N/A	49.32%	N/A