

Complaints publication report pdf

Firm name: Capital Home Loans Limited

Period covered in this report: 1 July 2024 – 31 December 2024

Brands/trading names covered: Capital Home Loans Limited/ CHL Mortgages

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 upheld	Main cause of complaints opened
Home finance	32.20 per 1000 balances outstanding	n/a	515	571	9.80%	31.17%	General admin/Customer service
Insurance and pure protection	0 complaints per 1000 balances outstanding	n/a	0	0	n/a	n/a	n/a