



Complaints publication report

The UK regulator, the Financial Conduct Authority (FCA), requires financial services firms to publish data on the number of customer complaints received 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. Please note that COVID related complaints due to delays and adjusted processes are included in the 2020 figures. This information is contained in the table below.

Firm name: Prodigy Finance Limited

Period covered in this report: 1 July - 31 December 2020.

Brands/trading names covered: Prodigy Finance

	Number of complaints opened by volume of business						
Product/ Service Grouping	Provision (at reporting period end date)	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
Credit related	33.97 per 1000 accounts	700	639	3.28%	92.8%	69.01%	General administration/ customer service