

# GE Money Home Lending Complaint Reporting

We aim to resolve complaints as quickly as possible and welcome any comments from our customers. Our dedicated teams are happy to address concerns and use complaints to improve our quality of service, provide insight into what is important to customers and to help avoid future mistakes.

We treat all complaints in exactly the same way therefore there is no advantage in using a Claims Management Company (CMC). We are committed to keeping our complaints process as simple and as fair as possible. It is easy and free of charge to make a complaint directly to us rather than using a CMC.

## Complaints Publication Report

**Firm name:** GE Money Home Lending Limited

**Other firms included in this report:** GE Money Home Finance Limited

**Period covered in this report:** 1 June 2015 to 30 November 2015

**Brands/trading names covered:** First National, igroup, GE Money and GE Money Lending Solutions

	Number of complaints opened	Number of complaints closed	Complaints closed within 8 weeks	Closed complaints upheld by firm
Home Finance	593	589	98%	52%
General Insurance and Pure Protection	121	113	97%	35%

- Number of complaints opened above represent less than 1% of our customers.
- If a complaint is not closed within 8 weeks, we notify these customers of their right to contact the [Financial Ombudsman Service](#) (FOS) for independent arbitration.