



The below table shows the volumes of complaints raised with Arrow Global in the period of 01/07/2017 and 31/12/2017.

Firm name: Arrow Global Limited

Group: Arrow Global Group

Other firms included in this report: Arrow Global Receivables Management Limited, Arrow Global Guernsey Limited, Arrow Global Management Limited, Arrow Global Accounts Management Limited, Capquest Investments Limited, Erudio Student Loans Limited

	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 cause of complaints
Credit related complaints*	0.32	2079	2183	38%	56%	52%	Customer Service
Home Finance	12.44	235	280	16%	82%	41%	Customer Service

\*complaints in relation to debt purchase and debt collection