



The below table shows the volumes of complaints raised with Arrow Global in the period of 01/07/2020 and 31/12/2020.

Firm name: Arrow Global Limited

Group: Arrow Global Group

Other firms included in this report: N/A

	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*	0.47	647	685	11%	87%	38.83%	Customer Service

*complaints in relation to debt purchase and debt collection