

# Complaints Publication Report

Firm Name Lowell Financial Limited  
 Period Covered 1<sup>st</sup> January 2023 to 30<sup>th</sup> June 2023  
 Names Covered Lowell Financial Limited & Lowell Portfolio I Ltd

	Complaints Per 1000 Accounts	Number of Complaints Opened	Number of complaints closed	Percentage closed within 3 days	Percentage closed after 3 days but within 8 weeks	Percentage upheld
Debt purchasing*	0.05	487	438	16.1%	82.3%	24.5%
Debt collecting	0.86	7,784	7,457	33.2%	66.6%	32.9%

• \*Includes complaints in relation to the underlying debt that has been purchased but not complaints about the collection of that debt