

Complaints Publication Report

Firm Name Lowell Financial Limited
 Period Covered 1st July 2020 to 31st December 2020
 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*	0.08	574	570	25.4%	74.6%	34.4%
Debt collecting	1.00	6,733	6,676	44.5%	55.2%	37.9%

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