

Complaints Publication Report

Firm Name
 Period Covered
 Names Covered

Lowell Financial Limited
 1st January 2018 to 30th June 2018
 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* | 0.1 | 816 | 751 | 37% | 62% | 31% |
| Debt collecting | 1.43 | 8348 | 7714 | 52% | 47% | 39% |

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

• **Live Accounts Reporting as of 30th June 2018