

# Complaints Publication Report

Firm Name Lowell Financial Limited  
 Period Covered 1<sup>st</sup> July 2018 to 31<sup>st</sup> December 2018  
 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*	0.1	842	852	33%	61%	27%
Debt collecting	1.46	9940	9927	55%	44%	43%

• \*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 31<sup>st</sup> December 2018