



The below table shows the volumes of complaints raised with Arrow Global during the period of 18/08/2016* and 31/12/2016.

Product/service grouping	Number of complaints opened by volume of business		Number of complaints closed	Percentage closed within 3 days	Percentage closed after 3 days but within 8 weeks	Percentage upheld	Main cause of complaints
	Provision (at reporting period end date)	Number of complaints opened					
Credit related complaints**	0.3	1812	1790	45%	52%	52%	Customer Service

*Arrow Global's authorisation date – from this date we are obliged to publish the complaints data

**complaints in relation to debt purchase and debt collection