

# Complaints Publication Report

**Firm Name** Lowell Financial Limited  
**Period Covered** 21<sup>st</sup> June 2017 to 31<sup>st</sup> December 2017  
**Names Covered** Lowell Financial Limited & Lowell Portfolio I

	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*	0.10	612	637	29%	70%	19%
Debt collecting	1.22	7241	7341	45%	55%	35%

- \*Includes complaints in relation to the underlying debt that has been purchased but not complaints about the collection of that debt
- \*\*Live Accounts Reporting date 26<sup>th</sup> February 2018