

Complaints Publication Report

Firm Name Lowell Financial Limited
 Period Covered 1st July 2019 to 31st December 2019
 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*	0.11	738	746	43.3%	55.4%	40%
Debt collecting	1.84	12,003	11,673	63.5%	36.4%	49%

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

Complaints Publication Report

Firm Name

Fredrickson International Limited

Period Covered in this report

1st January 2019 to 31st December 2019

	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 collecting	-	617	629	71%	29%	19%