

Complaints publication report

Firm name: Mercedes-Benz Financial Services UK Limited

Period covered in this report: 1st January 2020 – 30th June 2020

Brands/trading names covered: Mercedes-Benz Finance

Product / service grouping	Number of complaints opened by volume of business		Number of complaints opened	Number of complaints closed	Percentage closed within 3 days	Percentage closed after 3 days but within 8 weeks	Percentage upheld	Main cause of complaints opened
	Provision (at reporting period end date)	Intermediation (within the reporting period)						
Banking and credit cards	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Home finance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Insurance & pure protection	n/a	146 per 1,000 policies sold*	3	3	100%	0%	0%	Advising, selling and arranging
Decumulation and pensions	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Investments	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Credit related	n/a	n/a	3,658	3,686	n/a	n/a	52%	n/a

* The general insurance and pure protection complaints principally relate to the selling of PPI policies. PPI policies are no longer sold and there are no PPI policies still in force.

