

Complaints Publication Report

Firm Name Lowell Financial Limited
 Period Covered 1st January 2021 to 30th July 2021
 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	67	662	38.7%	61.1%	28.6%
Debt collecting	1.03	542	6,952	42.7%	57.2%	35.4%

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