

Complaints Publication Report

Firm Name Lowell Financial Limited
 Period Covered 1st January 2023 to 30th June 2023
 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*	0.05	487	438	16.1%	82.3%	24.5%
Debt collecting	0.86	7,784	7,457	33.2%	66.6%	32.9%

• *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 Hoist Financial Ltd
 Period Covered 1st January 2023 to 30th June 2023
 Names Covered Hoist Financial 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	0.01	283	327	35%	65%	16%