

# Complaints Publication Report

**Firm Name** Lowell Financial Limited  
**Period Covered** 1st July 2025 to 31st December 2025  
**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
Credit Related	0.64	5,307	5,957	25.9%	73.9%	25.4%