

Complaints Publication Report

Firm Name Lowell Financial Limited
 Period Covered 1st July 2021 to 31st December 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*	0.05	360	349	43.9%	56.1%	28.3%
Debt collecting	0.60	4,219	4,057	51.1%	48.4%	34.9%

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