

# Complaints Publication Report

Firm Name Lowell Financial Limited  
 Period Covered 1<sup>st</sup> July 2022 to 31<sup>st</sup> December 2022  
 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	378	405	12.9%	87.1%	23.5%
Debt collecting	0.76	5,303	5,362	32.3%	67.6%	30.8%

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