

Bradford & Bingley Group Complaints Data

Complaints Publication Report

Firm Name: Bradford & Bingley Limited

Group: Bradford & Bingley Group

Other Firms Included in this Report: Mortgage Express

Period Covered in this Report: 1 April 2023 to 30 September 2023 **Brands / Trading Names Covered**: Bradford & Bingley and Mortgage

Express

Bradford & Bingley Group 6 Months to 30 September 2023								
	Number of complaints opened by volume of business							
Product/service grouping	Provision (at reporting period end date)	Intermediation (within the reporting period)	Number of complaints opened	Number of complaints closed	Percentage closed within 3 days	Percentage closed after 3 days but within 8 weeks	Percentage upheld	Main cause of complaints opened
Banking and credit cards	N/A	N/A	N/A	0	0	0	0	N/A
Home finance	49.39 per 1000 balances outstanding	N/A	803	800	2	85	36	Disputes over sums/charges
Insurance and pure protection	N/A	N/A	9	9	33	56	33	Unsuitable Advice
Decumulation and pensions	N/A	N/A	2	0	0	0	0	Unsuitable Advice
Investments	N/A	N/A	13	10	0	30	20	Unsuitable Advice
Credit related	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Notes:

- Bradford & Bingley and Mortgage Express are not open to new lending. The savings business and retail branches were transferred to Santander at nationalisation in 2008.
- Bradford & Bingley complaints may also include complaints against organisations formerly part of the Bradford & Bingley group, as follows: the Leamington Spa Building Society; John Charcol; Black Horse Estate Agencies; Black Horse Relocation Services; and Mortgage Shops (Slater Hogg Howison).

Bradford & Bingley Limited and Mortgage Express. Registered office: The Waterfront, Salts Mill Road, Shipley, West Yorkshire. BD17 7EZ.

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