

COMPLAINTS PUBLICATION REPORT

Firm Name	Topaz Finance Limited
Brands included in this report	Topaz Finance Melanite Mortgages Morag Finance Rosinca Mortgages Heliodor Mortgages Jasper Mortgages Zephyr Homeloans Rosolite Mortgages Siberite Mortgages
Period Covered	1 st January 2020 to 30 th June 2020

Product/Service Grouping	Number of Opened Complaints by Volume of Business		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
	Provision (at reporting period end date)	Intermediation (within the reporting period)						
Banking and Credit Cards	n/a	n/a						
Home Finance	22.30 complaints per 1000 mortgage balances outstanding	n/a	3373	3327	4.8%	94.0%	36.7%	Information, Sums / Charges or Product Performance
Insurance and Pure Protection	n/a	n/a						
Decumulation and Pensions	n/a	n/a						
Investments	n/a	n/a						
Credit Related	0.64 complaints per 1000 accounts / loans	n/a	13	29	n/a	n/a	48.3%	n/a