



The below table shows the volumes of complaints raised with Arrow Global Limited during the period of 01/01/2017 and 30/06/2017.

Firm name: Arrow Global Limited

Group: Arrow Global Group

Other firms included in this report: Arrow Global Receivables Management Limited, Arrow Global Guernsey Limited, Arrow Global Management Limited, Arrow Global Accounts Management Limited, Capquest Investments Limited, Erudio Student Loans Limited

Product/service grouping	Number of complaints opened by volume of business		Number of complaints closed	Percentage closed within 3 days	Percentage closed after 3 days but within 8 weeks	Percentage upheld	Main cause of complaints
	Provision (at reporting period end date)	Number of complaints opened					
Credit related complaints*	0.37	2472	2346	42%	57%	53%	Customer Service

\*complaints in relation to debt purchase and debt collection