**Complaints Data**

**Complaints publication report**

**Firm name**: BMW Financial Services (GB) Limited

**Other firms included in this report (if any):** None

**Period covered in this report**: 1st January 2023 – 31st July 2023

**Brands/trading names covered**: BMW Financial Services, MINI Financial Services, BMW Motorrad Financial Services, ALPHERA Financial Services, Rolls-Royce Motor Cars Financial Services, BMW Contract Hire, BMW Group Financial Services, Alphera Insurance Solutions, Aston Martin Financial Services, BMW Finance, BMW Group Insurance Solutions, BMW Insurance Solutions, BMW Motorrad Finance, BMW Motorrad Insurance Solutions, MINI Finance, MINI Insurance Solutions.

|  |  |  |
| --- | --- | --- |
|  | **Number of complaints opened by volume of business** | |
| **Product/service grouping** | **Provision (at reporting period end date)** | **Intermediation (total number of PPI policies previously sold)** | **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** |
| **Insurance and pure protection** | N/A | 0  complaints per 1000 policies sold | 0 | 0 | 0% | 0% | N/A | N/A |
| **Credit related** | 6.15  complaints per 1000 credit related agreements | N/A | 3,160 | 3,741 | N/A | N/A | 35.79% | N/A |

**To help you put these figures into context:**

The number of insurance related complaints opened during the reporting period is equivalent in volume to 0 complaints per 1000 PPI policies previously sold.

The number of credit related complaints opened during the reporting period is equivalent in volume to 6.15 complaints per 1000 credit-related regulated agreements in place on 31st July 2023.