

## Complaints Summary Publication

**Firm Name:** Instant Cash Loans Limited

**Group:** N/A

**Other firms included in this report:** None

**Period covered in this report:** 1<sup>st</sup> January 2019 to 30<sup>th</sup> June 2019

**Brands/trading names covered:** The Money Shop, Payday UK, Payday Express, Robert Biggar, Duncanson & Edwards, TGS Pawnbroker, Ladder Loans

Product/Service grouping	Number of complaints opened 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)						
Credit related	- (Recommended only) per 1000 accounts / loans	- (Recommended only) per 1000 sales	23,274	30,353	N/A	N/A	17%	N/A