

Firm Name: Countrywide Principal Services

Period Covered: 1 January 2024– 30 June 2024

Brands/Trading names covered: Countrywide Insurance Services, Countrywide Mortgage Ser

	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	The main cause of complaints opened
Home Finance	11.85 per 1000 sales	182	178	6.17%	88.76%	48.88%	General Admin / Customer Service
Insurance and Pure Protection	3.79 per 1000 sales	98	97	2.06%	92.78%	34.02%	General Admin / Customer Service
Credit Related	0	0	0	0	0	0	0