

**Firm Name: Countrywide Principal Services**

**Period Covered: 1 July 2024– 31 December 2024**

**Brands/Trading names covered: Countrywide Insurance Services, Countrywide Mortgage Services, Slater Hogg Mortgage Services**

	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	14.64 per 1000 sales	177	207	2.90%	92.27%	50.72%	General Admin / Customer Service
Insurance and Pure Protection	5.15 per 1000 sales	84	88	4.55%	87.50%	36.36%	General Admin / Customer Service
Credit Related	0	0	0	0	0	0	0