

RBS CIFL

Number of complaints opened
by volume of business

Product / Service Grouping	Provision (at reporting period end date)	Intermediation (within the reporting period)	Number of complaints opened	Number of complaints closed	% closed within 3 days	% closed after 3 days but within 8 weeks	% upheld	Main cause of complaints opened
Investments	2.16 per 1,000 client accounts	N/A	1504	1710	52.2%	43.1%	27.8%	Other general admin / customer service

To put the above figures into context:

- We received just over two complaints for every 1,000 investments we manage for our clients.