

Complaints publication report

Firm name: Welcome Financial Services Limited

Group: (if applicable): Cattles Limited

Other firms included in this report (if any): N/A

Period covered in this report: 1st January 2011 to 30th June 2011

Bands/trading names covered: Welcome Financial Services, Shopacheck Financial Services

1	A	B	C	D	E
		Number of complaints opened	Number of complaints closed	Complaints closed within 8 weeks (%)	Closed complaints upheld by firm (%)
2	Banking	4,008	3,905	95%	48%
3	Home Finance	937	910	92%	43%
4	General insurance and pure protection	8,697	15,326	35%	41%
5	Decumulation, life and pensions	0	0	0	0
6	Investments	0	0	0	0