



# Complaints Data

**Firm name:** Toyota Financial Services (UK) PLC

**Other firms included in this report (if any):** None

**Period covered in this report:** 1<sup>st</sup> April 2017 to 30<sup>th</sup> September 2017

**Brands/trading names covered:** Toyota Financial Services and Lexus Financial Services

|                                      | <b>Number of complaints opened by volume of business</b> |                                    |                                    |  |  |                          |  |
|--------------------------------------|--|------------------------------------|------------------------------------|--|--|--------------------------|--|
| <b>Product/Service Grouping</b>      | <b>Intermediation (within the reporting period)</b>      | <b>Number of complaints opened</b> | <b>Number of complaints closed</b> | <b>Percentage closed within 3 days</b> | <b>Percentage closed after 3 days but within 8 weeks</b> | <b>Percentage upheld</b> | <b>Main cause of complaints opened</b> |
| <b>Insurance and Pure Protection</b> | 14.87<br>(per 1000 policies sold in the past)            | 859                                | 859                                | 32%                                    | 64%  | 6%                       | Advising / Selling / Arranging         |
| <b>Credit Related</b>                | N/A  | 176                                | 148                                | 20%                                    | 74%  | 22%                      | Vehicle related                        |

**To help you put these figures into context:**

The number of insurance and pure protection complaints reported relates to our insurance mediation activities regarding Toyota Financial Services and Lexus Financial Services branded PPI policies. There are no PPI policies still in force. Of the customers that complained about PPI, 87% did not have a PPI policy.