



Complaints Data

Firm name: Toyota Financial Services (UK) PLC

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

Period covered in this report: 1st April 2018 - 30th September 2018

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

	Number of Complaints opened by volume of business						
Product / Service Grouping	Intermediation	Number of complaints opened	Number of complaints closed	Percentage closed within 3 days	Percentage closed after 3 days but within 8 weeks	Percentage upheld	Main Cause of complaints opened
Insurance and Pure Protection	25.90 (per 1000 policies sold in the past)	1635	1635	93%	7%	2%	Advising / Selling / Arranging
Credit Related	N/A	128	118	5%	95%	28%	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, 75% did not have a PPI policy.