

Bradford & Bingley Group Complaints Data

Complaints Publication Report

Firm Name: Bradford & Bingley Limited

Group: Bradford & Bingley Group

Other Firms Included in this Report: Mortgage Express

Period Covered in this Report: 1 October 2022 to 31 March 2023

Brands / Trading Names Covered: Bradford & Bingley and Mortgage

Express

Product/service grouping	Number of complaints opened by volume of business							
	Provision (at reporting period end date)	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	Main cause of complaints opened
Banking and credit cards	N/A	N/A	0	0	0	0	0	N/A
Home finance	44.21 per 1000 balances outstanding	N/A	771	702	3	88	51	Delays/Timescales
Insurance and pure protection	N/A	N/A	8	7	14	86	43	Unsuitable Advice
Decumulation and pensions	N/A	N/A	5	7	0	14	29	Unsuitable Advice
Investments	N/A	N/A	19	32	3	50	53	Unsuitable advice
Credit related	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Notes:

- Bradford & Bingley and Mortgage Express are not open to new lending. The savings business and retail branches were transferred to Santander at nationalisation in 2008.
- Bradford & Bingley complaints may also include complaints against organisations formerly part of the Bradford & Bingley group, as follows: the Leamington Spa Building Society; John Charcol; Black Horse Estate Agencies; Black Horse Relocation Services; and Mortgage Shops (Slater Hogg Howison).

Bradford & Bingley Limited and Mortgage Express. Registered office: The Waterfront, Salts Mill Road, Shipley, West Yorkshire. BD17 7EZ.

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