

Complaints Publication Report

Firm Name J D Williams & Company Limited
Period Covered in this report 1st September 2020 to 28th February 2021
Brands / Trading Names covered

Ambrose Wilson, Crazy Clearance, Fashion World, Figleaves, Home Essentials, Jacamo, JD Williams, Julipa, Marisota, Naturally Close, Nbrown, Oxendales, Premier Man, Shapely Figures, Simply Be, Simply Yours, That's My Style, The Kids Division, The Value Catalogue, Viva La Diva.

Product Grouping / Servicing	Contextualised Complaint Numbers	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
Credit Related	3.2 Complaints per 1,000 accounts	6204	5140	17.96%	80.76%	24.26%	N/A
Insurance and Pure Protection	0.51 Complaints per 1000 policies sold	23	23	30.43%	60.87%	4.35%	N/A

Claims Ratio for J D Williams & Company Limited

The Claims Ratio for payment protection insurance is between: 0%-10%