

RBS CIFL

Number of complaints opened by volume of business								
Product / Service Grouping	Provision (at reporting period end date)	Intermediation (within the reporting period)	Number of complaints opened	Number of complaints closed	% closed within 3 days	% closed after 3 days but within 8 weeks	% upheld	Main cause of complaints opened
Investments	2.56 per 1,000 client accounts	N/A	1342	1434	48.8%	49.2%	24%	Delays/ Timescales

To put the above figures into context:

- We received over 2.5 complaints for every 1,000 investments we manage for our clients.