

COMPLAINTS PUBLICATION REPORT

1 Annex 1 BR

Complaints publication report

This table belongs to DISP 1.10A.2R. Complaints publication report

Firm name: Madison CF UK Ltd

Group: (if applicable): N/A

Other firms included in this report (if any): N/A

Period covered in this report: 1 January – 30 June 2026

Product / service grouping	Number of complaints opened by volume of business							Main cause of complaints opened
	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	
Banking and credit cards								
Home finance								
Insurance and pure protection								
Decumulation and pensions								
Investments								
Credit related	9.89	N/A	3937	3998	36.09	63.61	37.44	Responsible Lending
Claims management								
Funeral plans								