

Complaints publication report 1779

Firm name: Mercedes-Benz Financial Services UK Limited

Period covered in this report: 1st July 2021 – 31st December 2021

Brands/trading names covered: Mercedes-Benz Finance

Product / service grouping	Number of complaints opened by volume of business		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
	Provision (at reporting period end date)	Intermediation (within the reporting period)						
Banking and credit cards	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Home finance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Insurance and pure protection	n/a	n/a*	1	1	0	1	0	Advising, Selling or Arranging
Decumulation and pensions	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Investments	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Credit related	n/a	n/a	3,987	4,037	n/a	n/a	44%	n/a

* PPI policies are no longer sold and there are no PPI policies still in force.