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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 July – 31 December 2025**

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								
Home finance								
Insurance and pure protection								
Decumulation and pensions								
Investments								
Credit related	13.25	N/A	5016	5551	12.05	87.80	31.13	Responsible Lending
Claims management								
Funeral plans								