

## Newcastle Building Society Complaints Data July 1st - December 31st 2010

Product	Number of complaints opened	Number of complaints closed	Complaints closed within 8 weeks (%)	Closed complaints upheld by firm (%)
<b>Banking</b>	904	940	97%	68%
<b>Home Finance</b>	77	90	86%	26%
<b>General Insurance &amp; Pure Protection</b>	69	47	66%	15%
<b>Decumulation, life and pensions</b>	11	9	56%	22%
<b>Investments</b>	0	0	0	0

To put these figures into context:-

**Banking** - Overall, 904 banking complaints represents 1.2 complaints per 1000 relevant accounts.

**Home Finance** - For every 1000 home finance loans outstanding we received 2 complaints.

**General Insurance** - We received 46 General Insurance and Pure Protection complaints per £1m of annual income.

**Decumulation, life and pensions** - We received 11 complaints in this category. The Society is no longer involved in this area of business and all of the complaints received relate to historic business.

### **Explanation of Categories**

In outlining the categories for specific products, you may find the following notes helpful:

<b>Banking</b> - Current accounts, credit cards, unregulated personal loans, savings (inc Cash ISAs) and other accounts (Prepaid Cards and e-money also fall under this category)
<b>Home Finance</b> - Equity release products, impaired credit mortgages, other regulated home finance products (which include the mortgages we sell) and other unregulated home finance products.
<b>General Insurance</b> - Payment protection insurance, other general insurance, critical illness cover, income protection policies and other pure protection.
<b>Decumulation Life and Pensions</b> - Personal pensions and Free Standing Additional Voluntary Contributions, investment linked annuities, income drawdown products, endowments and other decumulation life and pension business.
<b>Investments</b> - Investment bonds, PEPs/ISAs (excluding Cash ISA), Investment trusts, unit trusts/Open Ended Investment Companies, structured products, other investment products/funds and investment management/services (including platforms). We don't operate these accounts, so the data is irrelevant to our publication.