

COMPLAINTS REPORT

Firm Name: Jaja Finance Ltd

Period covered in this report: 1 January - 30 June 2023

Group (if applicable): N/A

Brands/trading names covered: Asda Money Credit Card, Jaja Credit Card, AA Credit Card, Bank of Ireland UK Credit Card

Other firms included in this report (if any): None

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	20.58 per 1000 accounts	N/A	4,330	4,330	47.6%	51.7%	50.9%	Admin service related (fees & charges / general T&Cs / account blocks)