

# Complaints Report

**Firm name:** Jaja Finance Ltd

**Period covered in this report:** 1 July - 31 December 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	14.32 per 1000 accounts	N/A	3,041	2,963	45.8%	54.2%	58.6%	Admin service related (a) fees & charges (b) account blocks (c) general T&Cs