

Complaints Report

Firm name: Jaja Finance Ltd

Period covered in this report: 1 July - 31 December 2024

Group, if applicable: N/A

Brands/Trading names covered: Asda Money Credit Card, Jaja 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	1.42 per 1000 accounts	N/A	2,375	2,034	20.7%	79.3%	43.5%	Admin service related (a) Fees & charges (b) Account blocked (c) Product features and benefits