Complaints Report

Firm name: Jaja Finance Ltd
Group, if applicable: N/A

Period covered in this report: 1 January - 30 June 2026
Brands/Trading names covered: Asda Money Credit Card, Jaja Credit Card, Bank of Ireland UK Credit Card

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	Percentatge closed within 3 days	Percentage closed after 3 days but within 8 weeks	Percentage upheld	Main cause of complaints opened
Banking and credit cards	1.159555804	N/A	3232	3166	2.5%	91.1%	40.4%	Other (Account Blocked)