

# Complaints Publication Report

Firm Name  
 Period Covered  
 Names Covered

Lowell Financial Limited  
 1<sup>st</sup> January 2019 to 30<sup>th</sup> June 2019  
 Lowell Financial Limited & Lowell Portfolio I Ltd

	Complaints Per 1000 Accounts	Number of Complaints Opened	Number of complaints closed	Percentage closed within 3 days	Percentage closed after 3 days but within 8 weeks	Percentage upheld
Debt purchasing*	0.15	901	928	44%	55%	35%
Debt collecting	2.09	12873	13384	67%	32%	49%

• \*Includes complaints in relation to the underlying debt that has been purchased but not complaints about the collection of that debt