

Complaints Publication Report

Firm Name Lowell Financial Limited
 Period Covered 1st January 2024 to 30th June 2024
 Names Covered 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*	0.05	429	404	21.4%	78.6%	17.3%
Debt collecting	0.79	6,871	6,626	41.2%	58.7%	32.1%

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