

Complaints Publication Report

Firm Name Lowell Financial Limited
Period Covered 1st July 2024 to 31st December 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
Credit Related	0.94	8,028	8,092	38.9%	60.8%	26.5%