

Complaints Publication Report

Firm Name Lowell Financial Limited
 Period Covered 1st July 2023 to 31st December 2023
 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*	0.06	487	570	13.4%	86.4%	24.5%
Debt collecting	0.85	7,365	7,936	33.2%	66.6%	35.6%

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