

# Complaints Publication Report

Firm name: AutoMoney Limited  
 Period covered in this report: 1 January – 30 June 2025  
 Brands/trading names covered: AutoMoney Motor Finance

Number of complaints opened by volume of business								
Product/service grouping	Provision (at reporting period end date)	Intermediation (within the reporting period)	Number of complaints opened	Number of complaints closed	Percentage closed within 3 days	Percentage closed after 3 days but within 8 weeks	Percentage upheld	Main cause of complaints opened
Lending (hire purchase)	74.0 per 1,000 loans <sup>1</sup>	N/A <sup>2</sup>	633	508	17.2%	77.8%	10.6%	Information, sums/charges of product performance

<sup>1</sup> The complaints per 1,000 loans outstanding figure includes a significant volume of complaints relating to historic agreements, particularly in connection with commission disclosure. These complaints do not reflect current lending practices or the conduct of recently originated loans.

<sup>2</sup> The complaints per 1,000 sales figure has been reported as 'N/A' as the majority of complaints received during this reporting period relate to historic agreements, particularly concerning commission disclosure, and do not reflect sales activity during the reporting period.