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# Executive Summary

911,633

Number of Clients

1,930,172

Number of Claims

£0

Total Estimated Claim Value

£0

Total Avg Estimated Claim Value

0

Successful Claims

886,281

Active Clients

1,803,359

Active Claims

£0

Total Active Estimated Claim Value

£0

Active Avg Estimated Claim Value

0

Unsuccessful Claims

25,352

Inactive Clients

102,551

Inactive Claims

£0

Inactive Estimated Claim Value

£0

Inactive Avg Estimated Claim Value

£0

Total Successful Claim Value

671,308

Active Signed Clients

214,973

Active Unsigned Clients

1,579,172

Active Signed Claims

91,960

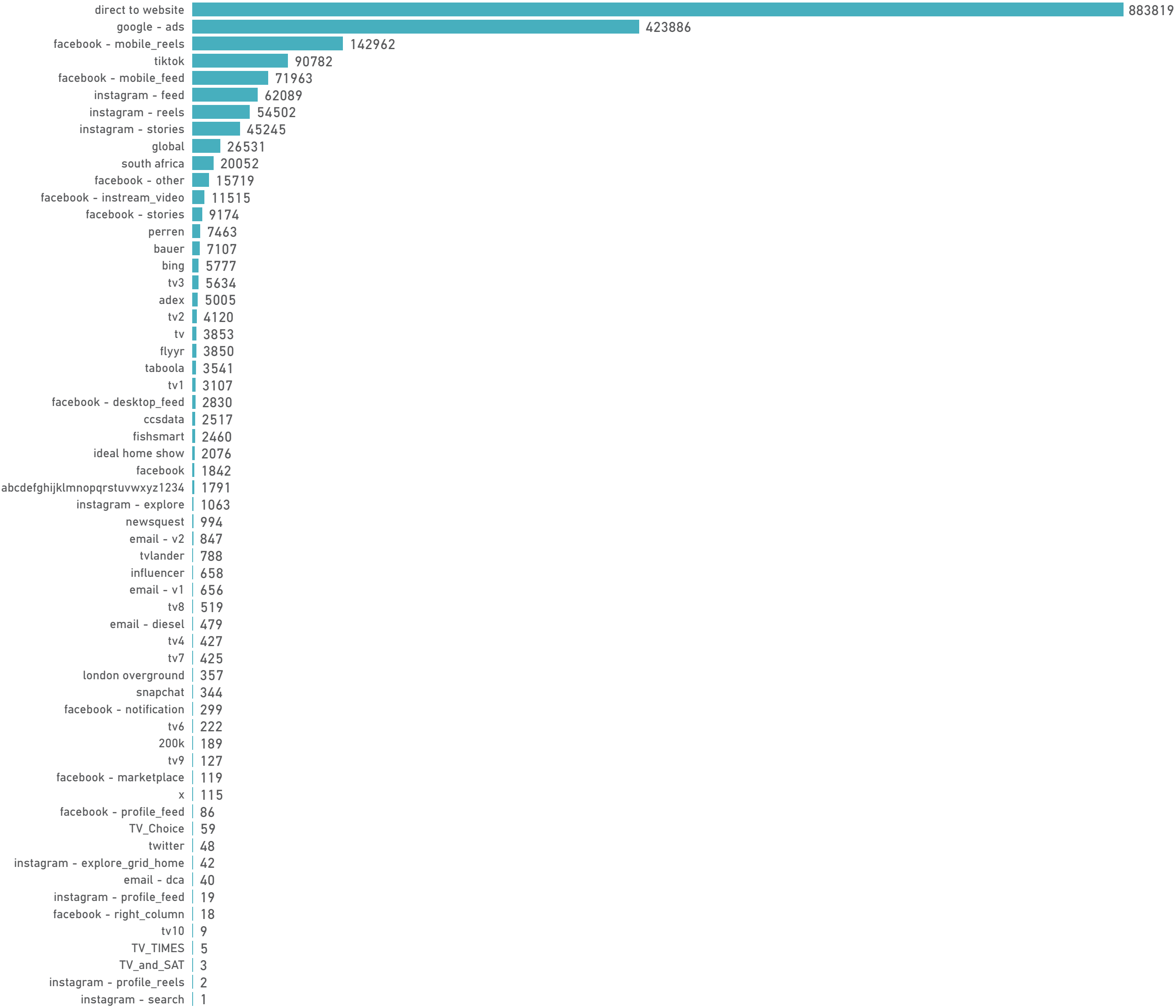
Inactive Signed Claims

£0

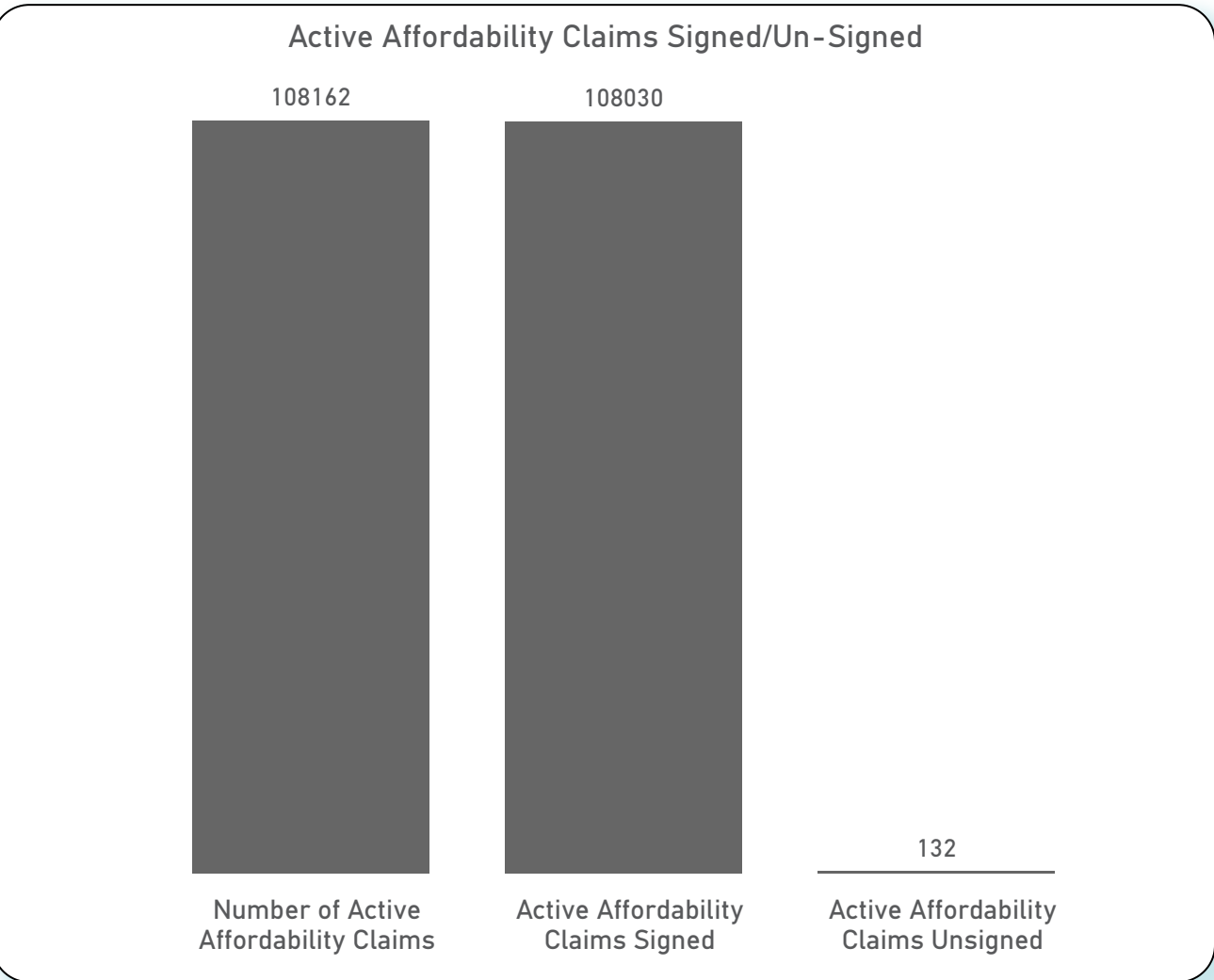
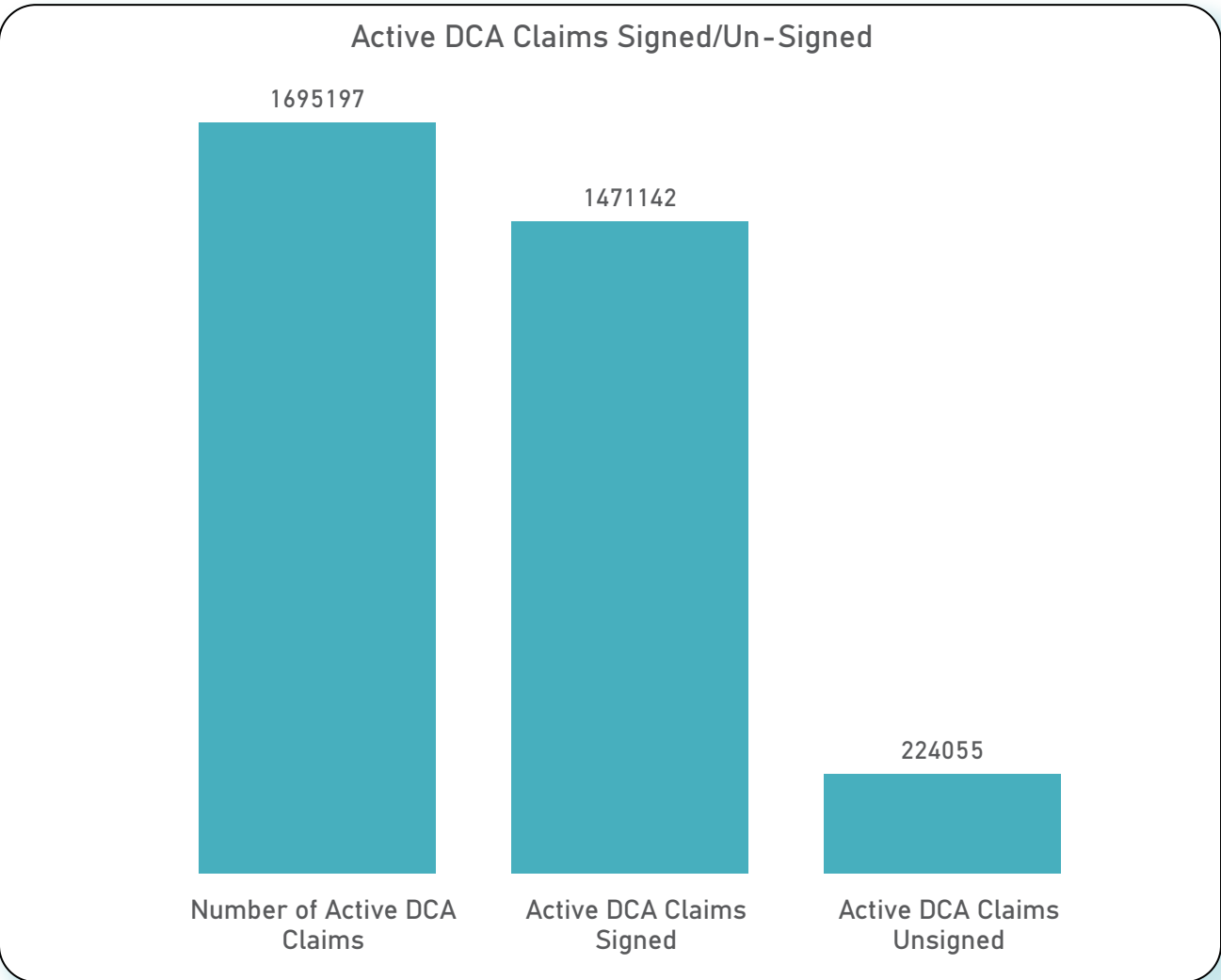
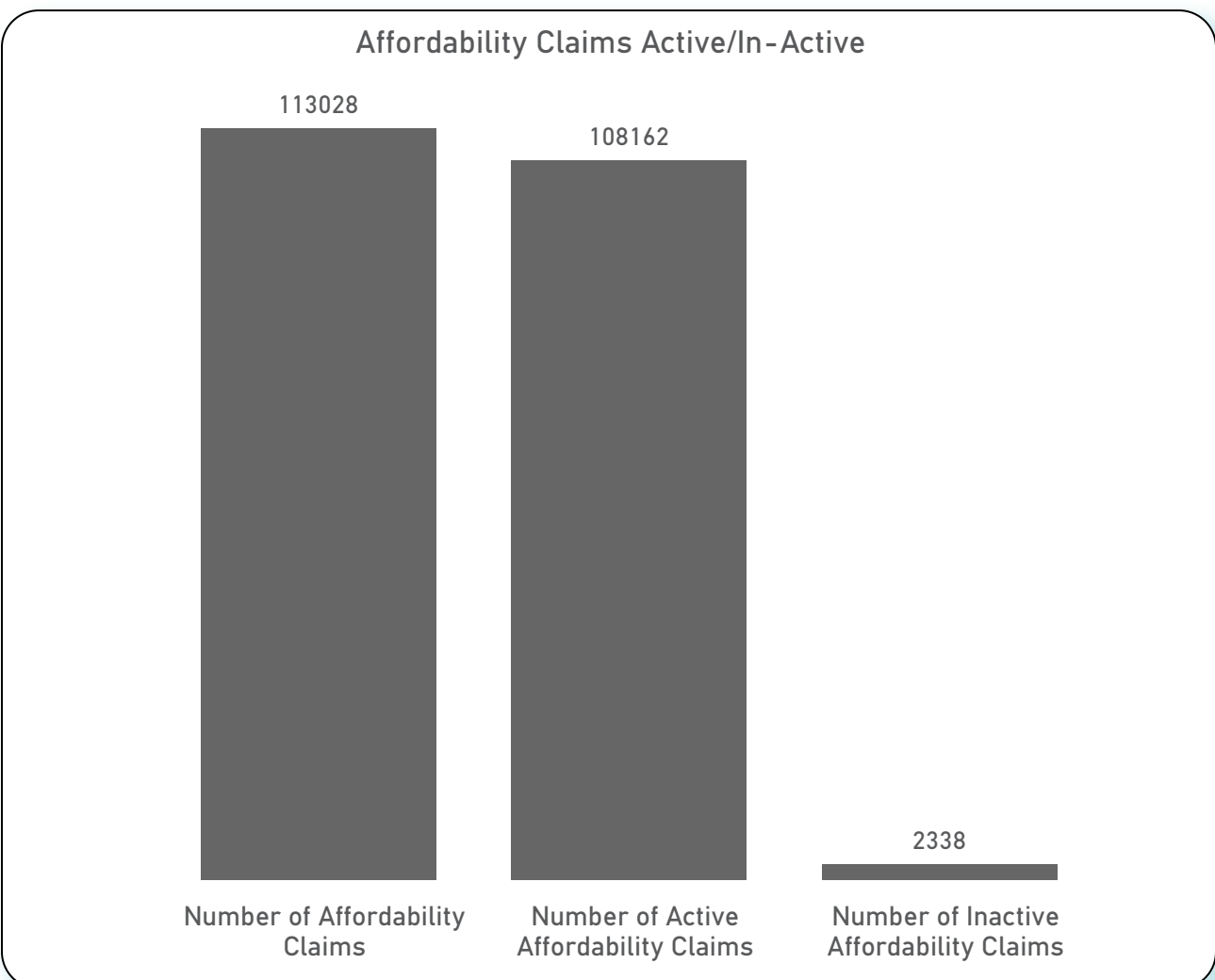
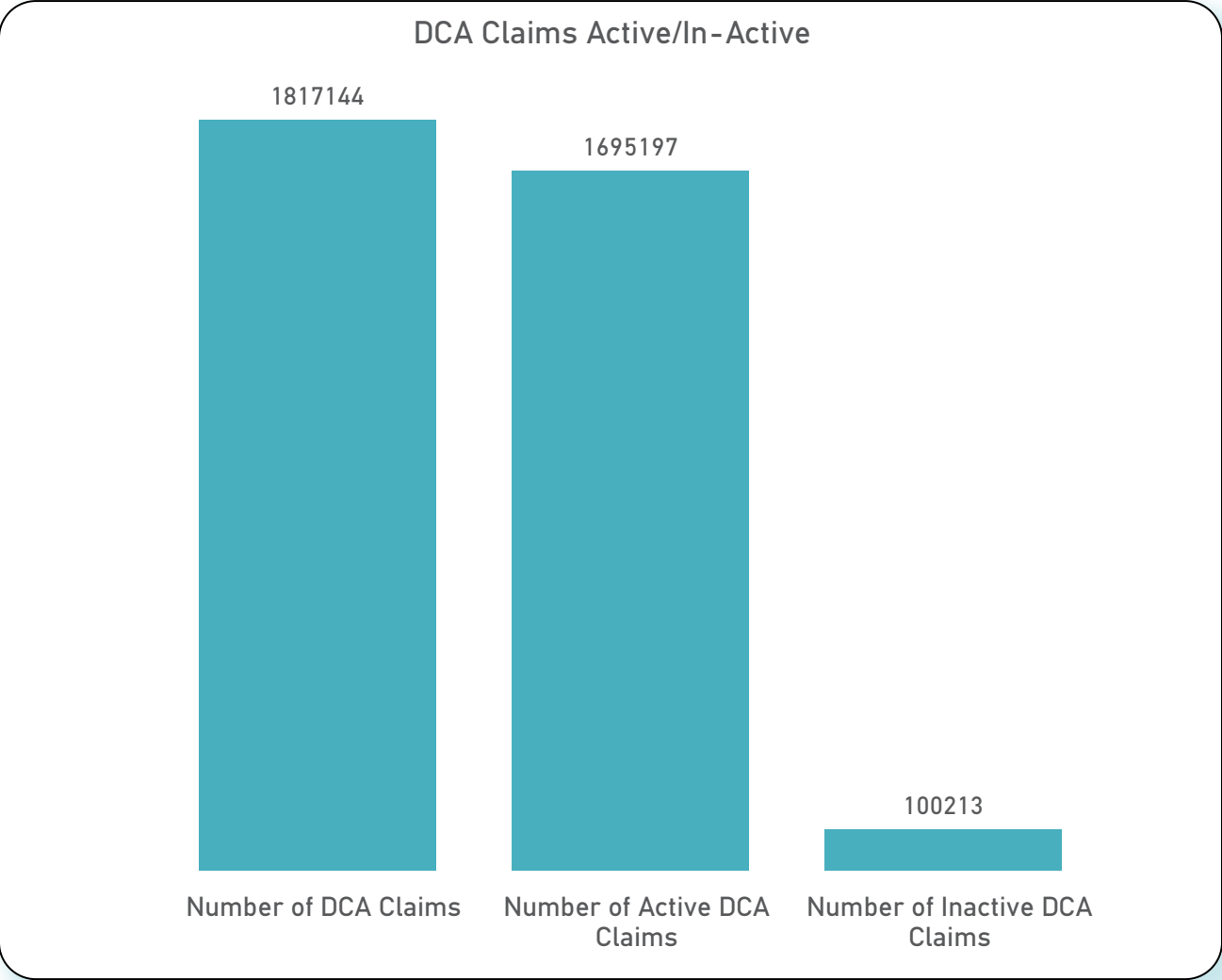
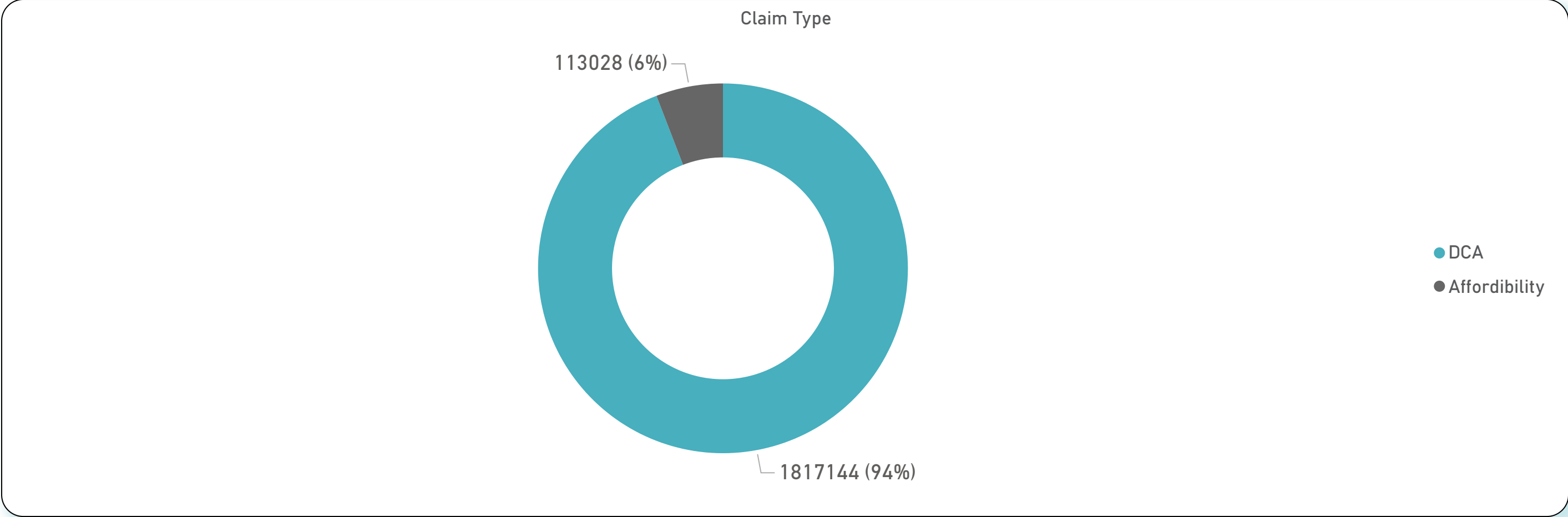
Average Successful Claim Value

# Channel Summary

Claims by Channel



# Claim Summary



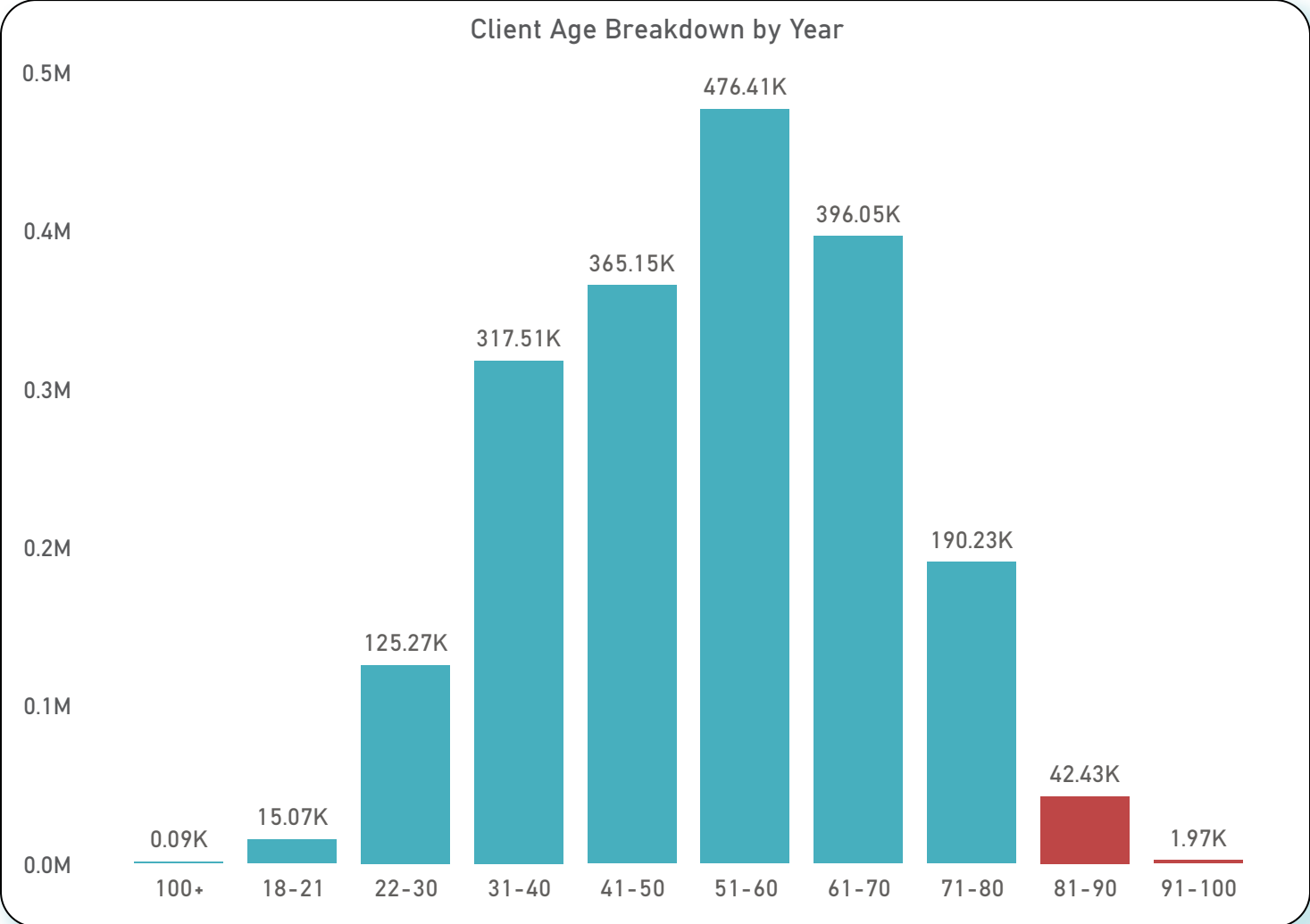
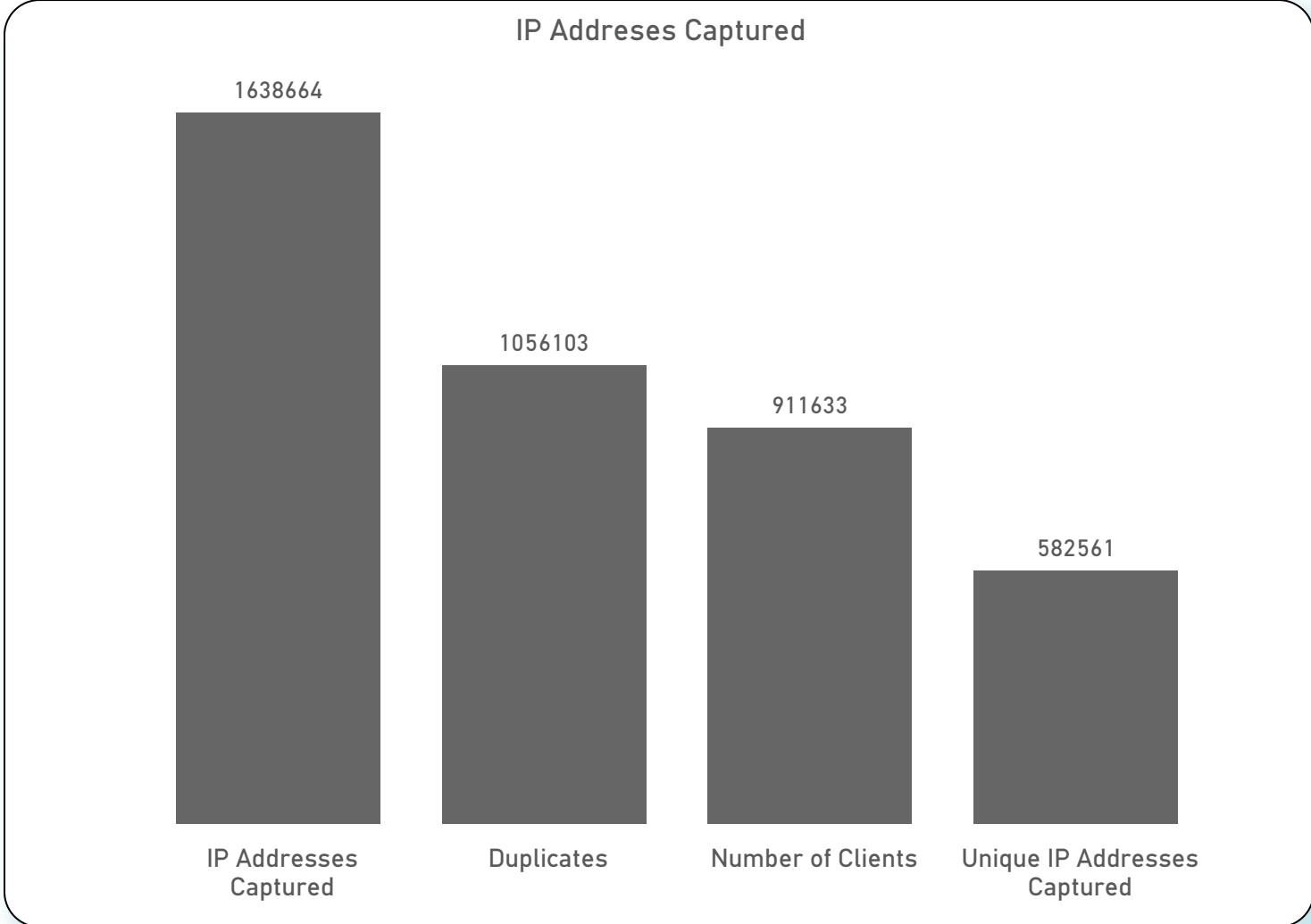
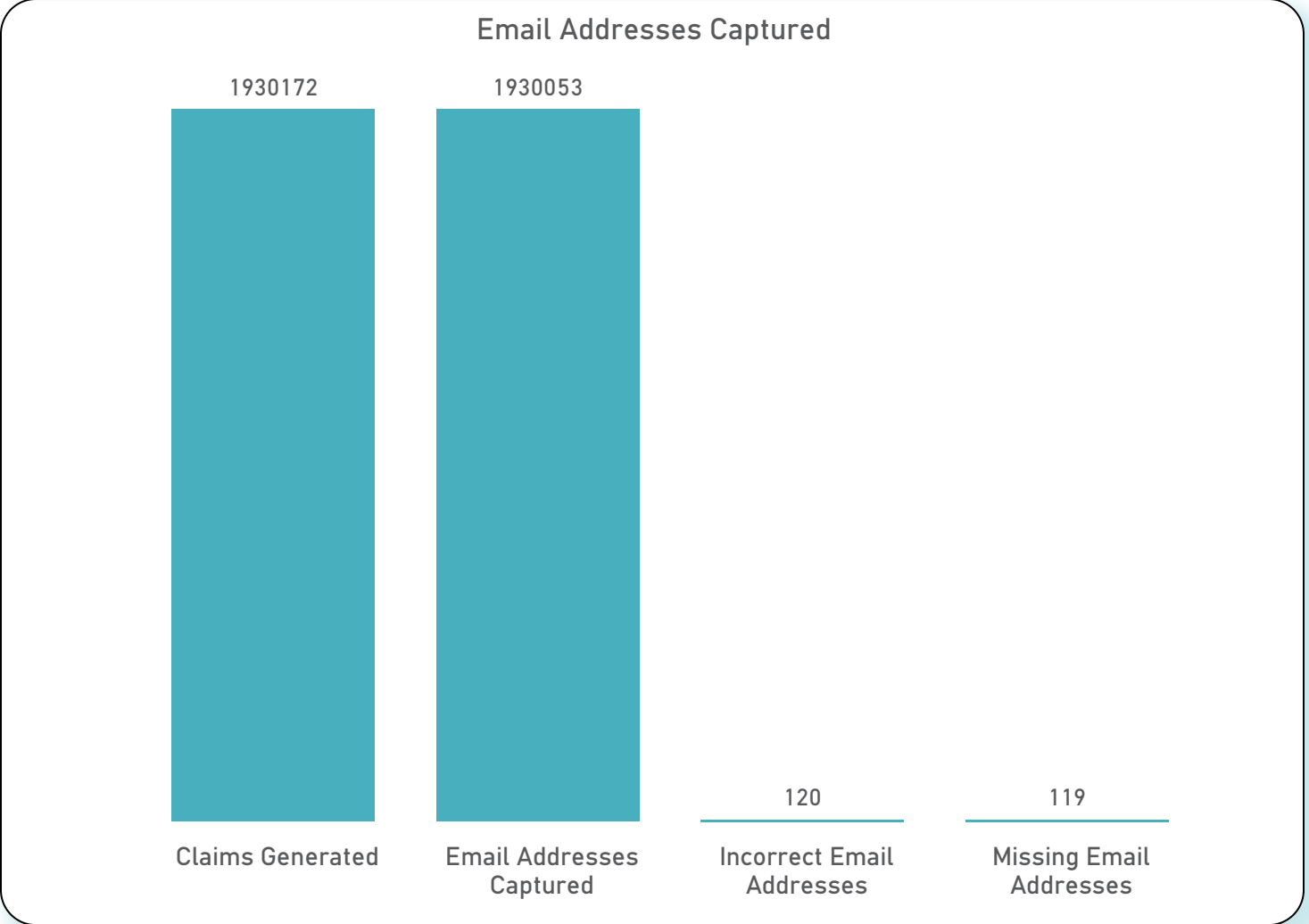
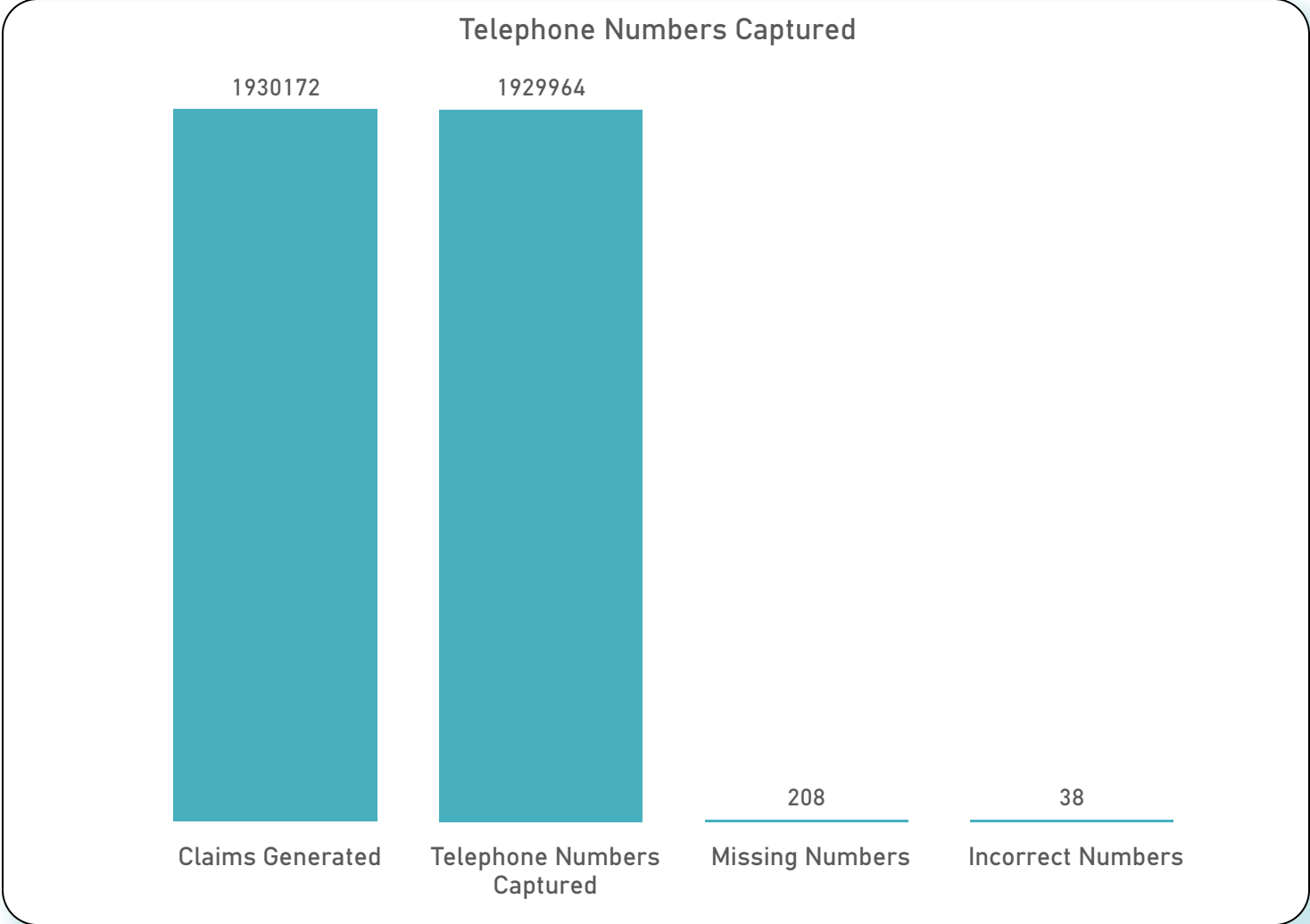
Active DCA Claims		
Stage	Number of Claims	Average Number of Days in Stage
Awaiting ID	2156	120
Awaiting information from client	10018	102
Awaiting Signature	193427	147
DSAR Pending	634618	116
DSAR Sent	40	132
LOC Acknowledged	72041	115
LOC More Information Requested	1041	140
LOC Pending	192886	130
LOC Response Received	49797	118
LOC Sent	516650	122
LOC To Be Sent	3274	122
Send new CFA	905	113
Unknown	38925	116

Active Affordability Claims		
Stage	Number of Claims	Average Number of Days in Stage
Awaiting ID	299	96
Awaiting information from client	549	90
Awaiting Signature	4648	102
DSAR Pending	98916	127
DSAR Sent	17	159
LOC Acknowledged	14	137
LOC Pending	601	129
LOC Response Received	52	127
LOC Sent	443	211
LOC To Be Sent	2	126
Unknown	5149	107

Lender Summary

Lender	Number of Clients	Claims Awaiting Signature	LOC Pending Claims	LOC Sent Claims	DSAR Pending Claims	Closed Claims	Claims With Stage Unknown	AVG No. of Days in Stage
Other	285,961	129307	143353		4651	8575	95	147
black horse finance	209,320	11322	5486	86084	111766	9815	11805	113
volkswagen finance	64,822	7497	7079	51356	21033	12625	1921	109
mercedes-benz finance	27,725	6003	1283	18639	8074	1972	862	118
motonovo finance	104,425	3023	5475	51041	31133	5551	6647	120
close brothers motor finance	119,173	2795	3900	40837	69478	7426	1102	125
santander consumer credit services limited	70,961	2210	1823	46795	27141	3586	2681	132
moneyway	8,388	2178	155		5904	152	62	111
stellantis financial services uk limited	31,562	2175	1272	1460	5478	3354	284	98
bmw financial services	42,620	1927	6947	28433	18220	4207	769	114
fiat finance	8,264	1879	9		6217	171	56	117
first response finance	14,867	1745	412		21731	398	5912	125
blue motor finance ltd	27,435	1674	302	7193	15111	2714	249	124
honda finance	9,625	1373	1102	3588	2701	768	107	112
advantage finance	14,439	1339	232		18884	580	30	125
toyota finance	28,147	1213	1486	26266	6437	4438	1621	123
alphera financial services	30,887	1191	3227	20320	7868	2701	376	114
renault credit international financial services	34,846	1168	2200	29763	12462	3372	805	116
lombard finance	7,334	1149	45	379	5548	435	70	117
barclays partner finance	58,612	1093	84		56377	685	602	140
startline motor finance	15,912	1021	238	10452	2746	1345	84	124
land rover finance	13,520	1004	46	7525	4897	1070	641	116
ford credit europe plc	39,078	919	1237	11059	30096	3929	674	115
hyundai finance	19,480	916	585	20142	4924	1643	596	130
northridge finance	23,884	877	692	12397	12237	1499	221	132
clydesdale financial services	26,522	627	242	12029	12133	809	220	133
vauxhall finance	26,634	606	1032	3544	22100	3844	172	118
specialist motor finance	4,854	604	66		5884	171	10	113
automoney limited	3,260	587	175	151	2552	76	3	111
hampshire trust bank plc	2,971	574	12	13	2278	55	21	112
suzuki finance	3,909	530	7		3187	96	190	104
creation finance	12,598	499	25	1259	8965	418	1136	120
mann island	8,154	499	111	3138	1745	607	69	115
marsh finance ltd	3,637	441	64	811	1740	271	28	115
shogun finance ltd	2,489	407	10	1087	859	113	77	113
mazda financial	1,342	374	4		923	28	25	109
seat finance	2,407	368	29	44	1799	77	13	104
billing finance limited	2,965	359	2		3759	137	17	121
psa finance uk ltd	5,727	359	10	942	4585	260	35	131
moneybarn	20,354	350	44		26024	694	47	127
nissan finance	9,924	309	16	1	9125	226	617	125
fca automotive	14,665	288	779	10503	4503	1858	247	116
oodle car finance	9,571	278	22		16454	637	32	139
peugeot motor company plc	8,984	267	13		8508	175	71	112
jaguar	4,600	266	9	1987	1881	271	98	117
citroen finance	8,385	257	12		7952	174	65	118
kia finance	6,344	229	7		5654	140	668	126
audi financial services	13,271	204	139	45	12148	381	113	109
mini finance	4,257	192	6	2	3915	105	93	121
zopa	10,995	157	20	2869	6697	805	307	118
paragon bank	6,415	132	106	1882	3180	307	43	117
ald automotive limited	5,519	124	499	524	4078	361	33	113
family finance	1,363	123	2		2698	75	5	123
Hitachi Capital	8,785	119	9		8540	142	63	146
volvo financial services limited	3,213	104	257	218	3233	213	133	134
lexus finance	1,952	98	4		1707	41	203	129
dacia finance	2,561	84	7		2311	64	192	128
mitsubishi hc capital (novuna)	4,882	79	163	194	4152	251	40	111
skoda finance	3,407	63	33	44	3133	79	52	105
gocarcredit	4,340	61	10		4669	82	360	129
bristol street finance	2,254	56			1599	580	40	104
borderway finance ltd	3,521	50	9	185	2992	114	45	107
ferrari financial services	1,550	38	10	77	458	1010	23	109
hartwell finance ltd	591	38	32	379	43	84	2	122
unity auto finance ltd	2,000	34	9	69	1651	35	25	107
jeep financial services	1,932	29	6		1802	32	119	144
lex autolease	415	29	395		7	25	5	126
247 money group limited	1,263	24		1217	21	30	12	112
gmac uk	1,398	19				1701	16	154
arrow global limited (debt collection agency)	221	15	144		4	59	2	133
car finance 247 limited	189	15	27	125	4	23		161
oplo finance	32	14	2		18	3		121
zopa limited	50	13	26		12	2		133
Perch UK	118	12			1	200		149
ARC (Europe) Limited	27	8			3	15	1	152
pcf bank limited	69	8			61	5		139
1st stop finance (no longer trading)	121	7	16			104		142
car cash point ltd	78	7			74	6	1	167
halifax	577	7	21			651	1	148
Close Brothers Finance	66	5	2		58		1	118
mutual clothing & supply company ltd	15	4			1	34		161
international motor finance limited	129	3				148		154
santander	108	3	101		1	7	1	125
Evolution Money	11	2				8	1	126
Melton Mowbray Building Society	6	2				18		129
motormile finance uk limited (mmf)	48	2	3		42		1	171
RATESETTER COM	14	2	4			7	1	117

Data Summary

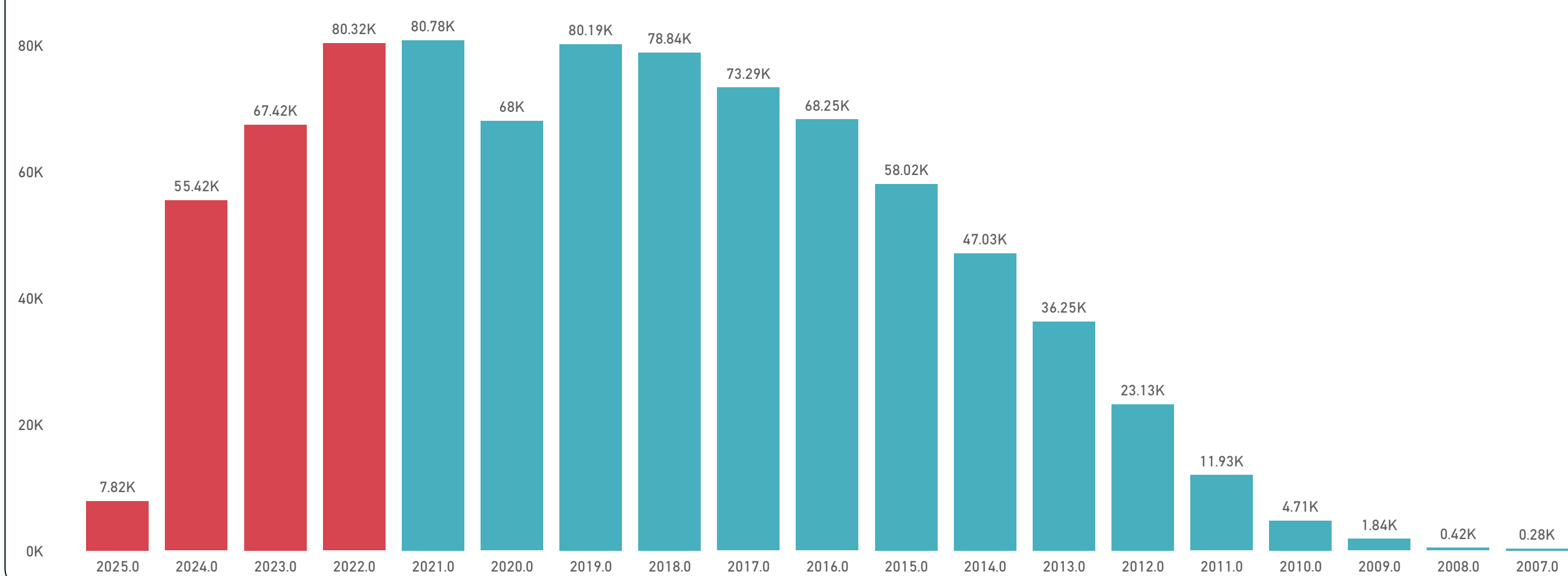


Closure Summary	
Closure Reason	Number of Claims
Case Closed - CFA Not Received	1
Client Cancelled	16904
Client Cancelled with Call Centre	2505
Closed	923
CRS - Client Cancelled	3218
CRS - Duplicate Claim	13650
CRS - Duplicate Claim Confirmed	2337
CRS Review - Cancellation Pending	4447
DCA - Company name mismatch	13770
DCA - DSAR RBL Out Of Scope	29
DCA - DSAR Rejected - Finance Not Taken	77
DCA - DSAR Rejected - No Commission Charged	113
DCA - Ineligible Lender	3877
DCA - IVA Failed	905
DCA - LOC No Commission Charged	1405
DCA - LOC Rejected Already Claimed	6689
DCA - LOC Rejected Complaint Withdrawn	62
DCA - LOC Rejected No DCA Charged	5453
DCA - LOC Rejected Out of Scope	112
DCA - LOC Rejected Outside of Jurisdiction	13
DCA - No Commission Charged	47
DCA - Opted Out	11827
DCA - RBL Account Closed +6 Years	261
DCA - Rejected - Already Claimed	5
DCA- Account Terminated Early (CCP-6)	7424
DCA-Too Recent (CCP-6)	6456
Duplicate Claim	10
DUPLICATE LOC	30
RBL - Account Closed 6 years+	1
Total	102551



# Agreement Start Date Breakdown

DCA Agreement Start Dates by Year



Affordability Agreement Start Dates by Year

