

## How we resolve our complaints\*

A summary of our complaint handling data provided to the Financial Services Authority for the second half of 2010 is set out in the table below. This summary table shows the volume of complaints that M&S Money has received and handled over the six month period from 1 July 2010 to 31 December 2010.

Product / Service Group	Number of complaints opened	Number of complaints closed	Complaints closed within 8 weeks	Closed complaints upheld by firm**
Banking	7,076	7,401	96.88%	23.27%
Home Finance	n/a	n/a	n/a	n/a
General Insurance and pure protection	6,049	3,941	87.90%	5.10%
Decumulation, life and pensions	n/a	n/a	n/a	n/a
Investments	n/a	n/a	n/a	n/a

Banking includes our Lending products (Cards, Loans, Personal Reserve) and Savings products. Decumulation is the way in which customers can turn their accumulated assets into an income.

- We received 1.9 complaints per 1,000 relevant banking accounts.
- We received 28.7 complaints per 1,000 General Insurance and pure protection policies\*\*\*.

\* Our complaint procedures don't affect any right of legal action you may have against the Insurer or us.

\*\* Complaints upheld by firm refers to the percentage of complaints that M&S Money has found in the customers favour either in whole or part.

\*\*\*Complaints within the General Insurance and pure protection category relate to existing and closed policies. In addition the numbers include complaints from customers who had not purchased the product. The number of PPI complaints that it has been possible to close has reduced pending the outcome of the judicial review proceedings between the BBA and FSA & FOS.