



Shop Direct Finance Company Complaints

Shop Direct is the UK's second largest pureplay retailer, which operates brands including Very.co.uk and Littlewoods.com. Within that, Shop Direct Finance Company provides a range of financial service products to support our retail business.

We put our customers at the heart of everything we do and aim to provide quality products and first class service at all times. However, we do recognise that, on occasion, you may feel that the service you received did not meet your expectations. In this instance, we welcome your feedback to help us continually improve our processes.

As part of our ongoing commitment to provide a world class customer service, we run a number of programmes of work dedicated to improving our customer experience.

In the last six months, we processed 8.7m retail credit orders and our total number of Financial Conduct Authority (FCA) reportable complaints represented just 0.10% of that number. This figure excludes general insurance and pure protection complaints. We treat each complaint very seriously and aim to resolve all of our customers' enquiries promptly.

The following table provides information on FCA reportable financial service complaints received and closed in the time period shown for Shop Direct Finance Company. This information is provided to the FCA.

Complaints Publication Report

Firm name: Shop Direct Finance Company Limited
Group: Shop Direct

Period covered in this report: 1st January 2016 to 30th June 2016

Brands/trading names covered: Very.co.uk, Littlewoods.com and VeryExclusive.co.uk.

		Number of complaints opened	Number of complaints closed	Complaints closed within 8 weeks (%)	Closed complaints upheld by firm (%)
1	Banking	N/A	N/A	N/A	N/A
2	Home finance	N/A	N/A	N/A	N/A
3	General insurance and pure protection	5,406	4,763	98.57%	63%
4	Decumulation, life and pensions	N/A	N/A	N/A	N/A
5	Investments	N/A	N/A	N/A	N/A
6	Credit Lending	8,681	8,022	98.62%	47%

If you wish to provide feedback on any aspect of our service or goods we provide, you can either contact us through our website and fill in the complaint form in the Help section or write to us with the full details including your account number at:

Customer Excellence
Sandringham House
Sandringham Avenue
Chelmsford
CM92 1LQ

We will acknowledge your feedback in writing within five days of receipt.

Shop Direct Finance Company Limited. Registered in England and Wales with Registration Number 4660974:
Registered office: Aintree Innovation Centre, Park Lane, Netherton, Bootle, L30 1SL. Tel: 0344 811 8515 Fax 0844 811 3010. **Authorised and regulated by the Financial Conduct Authority. VAT number 163 7696 28. Calls made from BT landlines will cost no more than 5p per minute. Charges will vary for calls made via other service providers.**