



Firm name: Advanced Payment Solutions

Period covered in this report: 1 April 2021 – 30 September 2021

2020 Brands/trading names covered: Cashplus Bank

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 >3 days and within 8 weeks	Percentage upheld	Main cause of complaints
Banking and credit cards	Per 1000 accounts 3.08	N/A	1496	1540	34.48	65.13	24.80	General Administration/ Customer Service
Credit related	(Recommended only) per 1000 accounts/loans	(Recommended only) per 1000 sales	103	103	N/A	N/A	N/A	N/A