



**Firm name: Advanced Payment Solutions**

**Period covered in this report: 1 October 2021 – 31 March 2022**

**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 3.00	N/A	1341	1178	31.50	68.50	25	General Administration/Customer Service
Credit related	(Recommended only) per 1000 accounts/loans	(Recommended only) per 1000 sales	99	171	N/A	100	32.7	Arrears related complaints