



Firm name: Advanced Payment Solutions

Period covered in this report: 1 April 2023 – 30 September 2023

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 2.49	N/A	1378	1302	28.03	71.81	20.35	General Administration/Customer Service
Credit related	(Recommended only) per 1000 accounts/loans	(Recommended only) per 1000 sales	16	17	23.53	76.47	11.76	Arrears related complaints