

Complaints Publication Report for J D Williams & Company Limited

Other firms included in this report:

Ambrose Wilson Limited, Candid Collections Limited, Classic Combination Limited, Fashion World Limited, First Financial Limited
Home Shopping Direct Limited, Oxendale & Company Limited, Sartor Limited, The Value Catalogue Limited, Heather Valley Woollens Limited
Reliable Collections Limited, Sander & Kay Limited,

Period Covered in this report: 1st March 2010 to end August 2010

Trading Names covered:

Classic Combination, Classic Detail, Crafting Direct, Crazy Clearance, Fifty Plus, Home Essentials, House of Bath, Jacamo, Julipa,
Marisota, Naturally Close, New Now, Nightingales, Pet Food n' Stuff, Premier Man, Shapely Figures, Shoe Tailor, Simply Be,
Simply Yours, Special Collection, That's My Style, The Brilliant Gift Shop and Williams and Brown

Type of Product	Number of Complaints Opened	Number of Complaints Closed	% Complaints Closed within 8 Weeks	% Closed Complaints upheld by firm	Contextualised new complaint numbers
Home Finance	1941	2014	92%	64%	12 Complaints per 1,000 loans outstanding
General Insurance and Pure Protection	425	424	84%	21%	21 Complaints per £1m of annual gross premium income or 1 complaint per 1,000 live policies