



NRAM Limited Complaints Data

Complaints Publication Report

Firm Name: NRAM Limited

Period Covered in this Report: 1 October 2022 to 31 March 2023

NRAM Limited 6 Months to 31 March 2023								
Number of complaints opened by volume of business								
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 after 3 days but within 8 weeks	Percentage upheld	Main cause of complaints opened
Banking and credit cards	N/A	N/A	0	0	0	0	0	N/A
Home finance	N/A	N/A	363	316	2	88	49	General Admin/Customer Service
Insurance and pure protection	N/A	N/A	5	4	50	50	50	Advising, Selling and Arranging
Decumulation and pensions	N/A	N/A	0	0	0	0	0	N/A
Investments	N/A	N/A	1	3	0	0	67	Advising, Selling and Arranging
Credit related	N/A	N/A	1	4	N/A	N/A	75	Advising, Selling and Arranging

Notes:

- NRAM are not open to new lending

NRAM Limited. Registered office: The Waterfront, Salts Mill Road, Shipley, West Yorkshire. BD17 7EZ.
Registered in England and Wales (Company No. 09655526). Authorised and regulated by the
Financial Conduct Authority. Reg. No. 718097.