



NRAM Limited Complaints Data

Complaints Publication Report

Firm Name: NRAM Limited

Period Covered in this Report: 1 April 2023 to 30 September 2023

NRAM Limited 6 Months to 30 September 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	333	353	1	83	36	General Admin/ Customer service
Insurance and pure protection	N/A	N/A	4	5	20	80	0	Advising, Selling and Arranging/ General Admin/ Customer Service
Decumulation and pensions	N/A	N/A	0	0	0	0	0	N/A
Investments	N/A	N/A	0	0	0	0	0	N/A
Credit related	N/A	N/A	1	1	N/A	N/A	0	N/A

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.