

Complaints data**(1 July 2019 to 31 December 2019)****Firm name:****CT Capital Limited**

(Company number 2168047 - Previously known as CT Capital PLC and Central Trust PLC)

Group (if applicable):

None

Other firms included in this report (if any):

Central Capital Limited

Appointed Representative
(until 27 February 2015)

Central Mortgages Limited

Appointed Representative
(until 7 March 2011)

Central Loans Limited

Appointed Representative
(until 30 November 2010)**Period covered in this report:**

01 July 2019 to 31 December 2019

Brands / trading names covered:Central Capital Loans
Central Capital Mortgages
Debtbuster Loans
Debtbuster Mortgages
Platinum Loans

	Number of complaints opened	Number of complaints closed	Complaints closed within 3 days (%)	Complaints Closed after 3 days but within 8 weeks (%)	Closed complaints upheld by firm (%)
Banking and credit cards	N/A	N/A	N/A	N/A	N/A
Home finance	1	-	-	-	-
Insurance and pure protection	565	540	18%	44%	28%
Decumulation, life and pensions	N/A	N/A	N/A	N/A	N/A
Investments	N/A	N/A	N/A	N/A	N/A
Credit related	N/A	N/A	N/A	N/A	N/A
Claims management	N/A	N/A	N/A	N/A	N/A

Complaints data**(1 January 2015 to 30 June 2015)****Firm name:****CT Capital PLC**

(Company number 2168047 - Previously known as Central Trust PLC)

Group (if applicable):

None

Other firms included in this report (if any):

Central Capital Limited

Appointed Representative
(until 27 February 2015)

Central Mortgages Limited

Appointed Representative
(until 7 March 2011)

Central Loans Limited

Appointed Representative
(until 30 November 2010)**Period covered in this report:**

01 January 2015 to 30 June 2015

Brands / trading names covered:Central Capital Loans
Central Capital Mortgages
Debtbuster Loans
Debtbuster Mortgages
Platinum Loans

	Number of complaints opened	Number of complaints closed	Complaints closed within 8 weeks (%)	Closed complaints upheld by firm (%)
Banking and credit cards	N/A	N/A	N/A	N/A
Home finance	31	28	100%	14%
Insurance and pure protection	807	812	91%	83%
Decumulation, life and pensions	N/A	N/A	N/A	N/A
Investments	N/A	N/A	N/A	N/A
Credit related	N/A	N/A	N/A	N/A
Claims management	N/A	N/A	N/A	N/A

Complaints data**(1 July 2013 to 31 December 2013)**

Firm name: **CT Capital PLC**
(Company number 2168047 - Previously known as Central Trust PLC)

Group (if applicable): None

Other firms included in this report (if any):

Central Capital Limited	Appointed Representative
Central Mortgages Limited	Appointed Representative (until 7 March 2011)
Central Loans Limited	Appointed Representative (until 30 November 2010)

Period covered in this report: 01 July 2013 to 31 December 2013

Brands / trading names covered: Central Capital Loans
Central Capital Mortgages
Debtbuster Loans
Debtbuster Mortgages
Platinum Loans

	Number of complaints opened	Number of complaints closed	Complaints closed within 8 weeks (%)	Closed complaints upheld by firm (%)
Banking and credit cards	N/A	N/A	N/A	N/A
Home finance	55	58	100%	3%
Insurance and pure protection	576	876	67%	73%
Decumulation, life and pensions	N/A	N/A	N/A	N/A
Investments	N/A	N/A	N/A	N/A
Credit related	N/A	N/A	N/A	N/A
Claims management	N/A	N/A	N/A	N/A

Complaints data**(1 Jan 2013 to 30 June 2013)**

Firm name: **CT Capital PLC**
(Company number 2168047 - Previously known as Central Trust PLC)

Group (if applicable): None

Other firms included in this report (if any):

Central Capital Limited	Appointed Representative
Central Mortgages Limited	Appointed Representative (until 7 March 2011)
Central Loans Limited	Appointed Representative (until 30 November 2010)

Period covered in this report: 01 Jan 2013 to 30 June 2013

Brands / trading names covered: Central Capital Loans
Central Capital Mortgages
Debtbuster Loans
Debtbuster Mortgages
Platinum Loans

	Number of complaints opened	Number of complaints closed	Complaints closed within 8 weeks (%)	Closed complaints upheld by firm (%)
Banking and credit cards	N/A	N/A	N/A	N/A
Home finance	75	76	100%	12%
Insurance and pure protection	1493	1800	66%	68%
Decumulation, life and pensions	N/A	N/A	N/A	N/A
Investments	N/A	N/A	N/A	N/A
Credit related	N/A	N/A	N/A	N/A
Claims management	N/A	N/A	N/A	N/A

Complaints data**(1 July 2012 to 31 Dec 2012)**

Firm name: **CT Capital PLC**
(Company number 2168047 - Previously known as Central Trust PLC)

Group (if applicable): None

Other firms included in this report (if any):

Central Capital Limited	Appointed Representative
Central Mortgages Limited	Appointed Representative (until 7 March 2011)
Central Loans Limited	Appointed Representative (until 30 November 2010)

Period covered in this report: 01 July 2012 to 30 Dec 2012

Brands / trading names covered: Central Capital Loans
Central Capital Mortgages
Debtbuster Loans
Debtbuster Mortgages
Platinum Loans

	Number of complaints opened	Number of complaints closed	Complaints closed within 8 weeks (%)	Closed complaints upheld by firm (%)
Banking and credit cards	N/A	N/A	N/A	N/A
Home finance	84	94	99%	9%
Insurance and pure protection	1907	1628	82%	57%
Decumulation, life and pensions	N/A	N/A	N/A	N/A
Investments	N/A	N/A	N/A	N/A
Credit related	N/A	N/A	N/A	N/A
Claims management	N/A	N/A	N/A	N/A

Complaints data**(1 Jan 2012 to 30 June 2012)****Firm name:****CT Capital PLC**

(Company number 2168047 - Previously known as Central Trust PLC)

Group (if applicable):

None

Other firms included in this report (if any):

Central Capital Limited

Appointed Representative

Central Mortgages Limited

Appointed Representative
(until 7 March 2011)

Central Loans Limited

Appointed Representative
(until 30 November 2010)**Period covered in this report:**

01 Jan 2012 to 30 June 2012

Brands / trading names covered:Central Capital Loans
Central Capital Mortgages
Debtbuster Loans
Debtbuster Mortgages
Platinum Loans

	Number of complaints opened	Number of complaints closed	Complaints closed within 8 weeks (%)	Closed complaints upheld by firm (%)
Banking and credit cards	N/A	N/A	N/A	N/A
Home finance	21	23	96%	9%
Insurance and pure protection	1333	1611	65%	43%
Decumulation, life and pensions	N/A	N/A	N/A	N/A
Investments	N/A	N/A	N/A	N/A
Credit related	N/A	N/A	N/A	N/A
Claims management	N/A	N/A	N/A	N/A

Complaints data**(1 July 2011 to 31 December 2011)****Firm name:****CT Capital PLC**

(Company number 2168047 - Previously known as Central Trust PLC)

Group (if applicable):

None

Other firms included in this report (if any):

Central Capital Limited

Appointed Representative

Central Mortgages Limited

Appointed Representative
(until 7 March 2011)

Central Loans Limited

Appointed Representative
(until 30 November 2010)**Period covered in this report:**

01 July 2011 to 31 December 2011

Brands / trading names covered:Central Capital Loans
Central Capital Mortgages
Debtbuster Loans
Debtbuster Mortgages
Platinum Loans

	Number of complaints opened	Number of complaints closed	Complaints closed within 8 weeks (%)	Closed complaints upheld by firm (%)
Banking and credit cards	N/A	N/A	N/A	N/A
Home finance	150	154	100%	15%
Insurance and pure protection	1043	886	90%	32%
Decumulation, life and pensions	N/A	N/A	N/A	N/A
Investments	N/A	N/A	N/A	N/A
Credit related	N/A	N/A	N/A	N/A
Claims management	N/A	N/A	N/A	N/A

Complaints data**(1 Jan 2011 to 30 June 2011)****Firm name:****CT Capital PLC**

(Company number 2168047 - Previously known as Central Trust PLC)

Group (if applicable):

None

Other firms included in this report (if any):

Central Capital Limited

Appointed Representative

Central Mortgages Limited

Appointed Representative
(until 7 March 2011)

Central Loans Limited

Appointed Representative
(until 30 November 2010)**Period covered in this report:**

01 Jan 2011 to 30 June 2011

Brands / trading names covered:Central Capital Loans
Central Capital Mortgages
Debtbuster Loans
Debtbuster Mortgages
Platinum Loans

	Number of complaints opened	Number of complaints closed	Complaints closed within 8 weeks (%)	Closed complaints upheld by firm (%)
Banking and credit cards	N/A	N/A	N/A	N/A
Home finance	107	99	99%	25%
Insurance and pure protection	1056	1307	67%	43%
Decumulation, life and pensions	N/A	N/A	N/A	N/A
Investments	N/A	N/A	N/A	N/A
Credit related	N/A	N/A	N/A	N/A
Claims management	N/A	N/A	N/A	N/A

Complaints data**(1 July 2010 to 31 December 2010)****Firm name:****CT Capital PLC**

(Company number 2168047 - Previously known as Central Trust PLC)

Group (if applicable):

None

Other firms included in this report (if any):

Central Capital Limited	Appointed Representative
Central Credit Limited	Appointed Representative (until 12 November 2010)
Central Loans Limited	Appointed Representative (until 30 November 2010)
Central Mortgages Limited	Appointed Representative
Central Trust Insurance Brokers Limited	Appointed Representative (until 7 October 2010)
Debt Problems Managed Limited	Appointed Representative (until 7 October 2010)
Central Homeloans Limited	Directly Authorised (435043)

Period covered in this report:

01 July 2010 to 31 December 2010

Brands / trading names covered:

Central Capital Loans
 Central Capital Mortgages
 Debtbuster Loans
 Debtbuster Mortgages
 Platinum Loans
 Loans4Tenants

	Number of complaints opened	Number of complaints closed	Complaints closed within 8 weeks (%)	Closed complaints upheld by firm (%)
Banking and credit cards	N/A	N/A	N/A	N/A
Home finance	144	111	95%	18%
Insurance and pure protection	1327	1155	38%	43%
Decumulation, life and pensions	N/A	N/A	N/A	N/A
Investments	N/A	N/A	N/A	N/A
Credit related	N/A	N/A	N/A	N/A
Claims management	N/A	N/A	N/A	N/A

Complaints data**(1 January 2010 to 30 June 2010)**

Firm name: **CT Capital PLC**
(Company number 2168047 - Previously known as Central Trust PLC)

Group (if applicable): None

Other firms included in this report (if any):

Central Capital Limited	Appointed Representative
Central Credit Limited	Appointed Representative
Central Loans Limited	Appointed Representative
Central Mortgages Limited	Appointed Representative
Central Trust Insurance Brokers Limited	Appointed Representative
Debt Problems Managed Limited	Appointed Representative
Central Homeloans Limited	Directly Authorised (435043)

Period covered in this report: 01 January 2010 to 30 June 2010

Brands / trading names covered: Central Capital Loans
Central Capital Mortgages
Debtbuster Loans
Debtbuster Mortgages
Platinum Loans
Loans4Tenants

	Number of complaints opened	Number of complaints closed	Complaints closed within 8 weeks (%)	Closed complaints upheld by firm (%)
Banking and credit cards	N/A	N/A	N/A	N/A
Home finance	131	112	100%	25%
Insurance and pure protection	890	635	96%	28%
Decumulation, life and pensions	N/A	N/A	N/A	N/A
Investments	N/A	N/A	N/A	N/A
Credit related	N/A	N/A	N/A	N/A
Claims management	N/A	N/A	N/A	N/A