



THE VERY GROUP

Shop Direct Finance Company Complaints

The Very Group combines online retail and flexible payments. Our brands are Very and Littlewoods. Within that, Shop Direct Finance Company Limited (SDFC) provides a range of financial service products to support our retail business.

We put our customers at the heart of everything we do and aim to provide quality products and first-class service at all times. However, we do recognise that, on occasion, you may feel that the service you received did not meet your expectations. In this instance, we welcome your feedback to help us continually improve our processes.

As part of our ongoing commitment to provide a world class customer service, we run a number of programmes of work dedicated to improving our customer experience.

SDFC's main business is to provide consumer credit and our total credit complaints represented 0.40% of the 8.2m retail credit orders processed in the last six months. We treat each complaint very seriously and aim to resolve these promptly.

The following table provides information on FCA financial service complaints received and closed in the period shown for SDFC. This information is provided to the FCA.

Complaints Publication Report

Firm name: Shop Direct Finance Company Limited

Group: The Very Group

Period covered in this report: 1st Jul 2024 to 31st Dec 2024

Brands/trading names covered: Very.co.uk and Littlewoods.com.

Product / service grouping	Number of complaints opened by volume of business		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
	Provision (at reporting period end date)	Intermediation (within the reporting period)						
Banking and credit cards								
Home finance								
Insurance and pure protection	N/A	N/A	367	366	1.33%	97.08%	65%	Other General Admin / Customer Service
Decumulation and pensions								
Investments								
Credit related	N/A	N/A	32,619	31,481	N/A	N/A	24%	N/A



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If you wish to complain on any aspect of our service or the goods we provide, you can write to us with the full details including your account number at:

Customer Excellence
Sandringham House
Sandringham Avenue
Chelmsford
CM92 1LQ

Alternatively, you can call us with details of your complaint on 0800 110000.

We will acknowledge your complaint in writing within five days of receipt.