



Firm name **Inclusive Finance Limited**
Group (if applicable) **N/A**
Other firms included in this report (if any) **N/A**
Brands/trading names covered **Creditspring**

Complaints Publication Report / July 1st 2025 – December 31st 2025

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
Credit related	1.41 complaints per 1000 open accounts	N/A	532	523	N/A	N/A	20%	N/A