

Complaints Publication Report

Period: 01 July 2025 to 31st December 2025

| Product/ service grouping | 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 | 600,919 | 5,980 | N/A | N/A | 22.1% | Commissions related |

To put these figures into context:

Stellantis Financial Services UK Limited has experienced a significant increase in complaint volumes as a result of the FCA's industry-wide review of motor finance commission arrangements, and its proposed consumer redress scheme. The FCA has currently paused the deadline for firms to issue final responses to these complaints after 31 May 2026.

We had approximately 306,700 credit related agreements during the period. The number of complaints opened corresponds to a complaint rate of 1,959 per 1,000 credit related agreements.

Brands/trading names covered:

Autobank Financial Services, Citroen Contract Motoring, Citroen Financial Services, DS Contract Hire, DS Personal Finance Lease, Free2Move, Just Add Fuel, Passport Personal Lease, Peugeot Contract Hire, Peugeot Financial Services, PSA, PSA Finance UK, Simplydrive UK, Stellantis Financial Services, Vauxhall Finance, Stellantis Financial Services UK Limited