COMPLAINTS PUBLICATION

STELLANTIS
FINANCIAL SERVICES

COMPLAINTS PUBLICATION REPORT

Period: 01 January 2026 to 30 June 2026

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	5,863	5,317	N/A	N/A	27.0%	N/A

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 consumer redress scheme. This reporting relates to non-scheme complaints.

We had approximately 305,864 credit related agreements during the period. The number of complaints opened corresponds to a complaint rate of 19 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.