



Complaints publication report

Firm name: Mercedes-Benz Financial Services UK Limited
Period covered in this report: 1 Jan 2026 – 30 June 2026
Brands/trading names covered: Mercedes-Benz Finance

	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
Banking and credit cards	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Home finance	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Insurance and pure protection	n/a	n/a*	n/a	n/a	n/a	n/a	n/a	n/a
Decumulation and pensions	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Investments	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Credit related			96,671	10,244	6.62%	26.15%	16%	Unfair Commission