



FINANCIAL SERVICES

Complaints Publication Report

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|------------------------------------------------------|---------------------------------|
| Firm Name: | Ferrari Financial Services GmbH |
| Other firms included in this report (if any): | None |
| Period covered in this report: | 1 January 2025 – 30 June 2025 |

| Product/service grouping | Number of complaints opened | Number of complaints closed | % closed within 3 days | % closed after 3 days but within 8 weeks | % upheld | Complaints opened per 1,000 Accounts | Main cause of complaints opened |
|-------------------------------------------|-----------------------------|-----------------------------|------------------------|------------------------------------------|----------|--------------------------------------|------------------------------------------------------------|
| Credit-related (Hire Purchase agreements) | 506 | 5 | 0 | 5 | 60% | 268.2 | Majority relate to (Discretionary) Commission Arrangements |

Ferrari Financial Services GmbH provides Hire Purchase agreements in the United Kingdom.

In line with other motor finance firms, we have received a significant increase in complaints linked to (Discretionary) Commission Arrangements. The FCA has paused the usual 8-week deadline for issuing Final Responses for these types of complaints.

This has resulted in:

- A higher number of unresolved complaints reported, and
- A higher ratio of complaints opened per 1,000 agreements

The number of credit-related complaints opened during the reporting period is equivalent to 268.2 complaints per 1,000 credit-related agreements in place at 30 June 2025.