

Complaints Publication Report

(This report is prepared in accordance with FCA DISP 1.10A Complaints data publication rules)

Firm name: Credit Suisse International
Group: Credit Suisse AG
Period Covered in this report: 1 January 2015 – 30 June 2015

	Number of complaints opened	Number of complaints closed	Complaints closed within 8 weeks (%)	Closed complaints upheld by firm (%)
Banking and credit cards	562	993	99%	44%

All complaints opened in the period relate to Structured Deposits. During the period CSI conducted a Customer Contact and Redress exercise in relation to these products.