

COMPLAINTS PUBLICATION REPORT

Firm Name	Topaz Finance Limited
Period covered	1st January 2026 to 30th June 2026
Brands/trading names covered	Aspiro Mortgages Azurite Mortgages Bloom Homeloans Heliodor Mortgages Hessonite Mortgages Hyalite Mortgages Jasper Mortgages Lumen Mortgages Melanite Mortgages Morag Finance Rosinca Mortgages Rosolite Mortgages Siberite Mortgages Topaz Finance Zephyr Homeloans

		Number of Opened Complaints 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							
Home Finance	23.89 complaints per 1000 mortgage balances outstanding	n/a	3023	2972	26.0%	70.9%	32.0%	General Admin / Customer Service	
Insurance and Pure Protection	n/a	n/a							
Decumulation and Pensions	n/a	n/a							
Investments	n/a	n/a							
Credit Related	4.77 complaints per 1000 accounts / loans	n/a	37	44	n/a	n/a	47.7%	n/a	

Topaz Finance Limited. Registered in England & Wales (Company Number 05946900). Registered address: Harman House, 1 George Street, Uxbridge, London, England UBB 1QQ.

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