



Complaints report

Standard Life Savings Limited

Period covered:
1 January 2023 – 30 June 2024

abrdn.com

abrdn Wrap

	H1 2024	H2 2023	H1 2023
Opened	665	990	1061
Closed	671	1090	816
Closed within 3 days - %age	11%	10%	16%
Closed after 3 days & within 8 weeks - %age	87%	90%	77%
%age upheld	70%	78%	80%
Main cause	Delays/Timescales Errors/Not following instructions General Admin/ Customer Service	Delays/Timescales Errors/Not following instructions General Admin/ Customer Service	Delays/Timescales Errors/Not following instructions General Admin/ Customer Service
Per 1000 client accounts ratio	1.78	2.57	2.67



Standard Life Savings Limited, provider of Wrap and Fundzone platforms, is registered in Scotland (SC180203) at 1 George Street, Edinburgh EH2 2LL and authorised and regulated by the Financial Conduct Authority. Standard Life Savings Limited is part of the abrdn Group, which comprises abrdn plc and its subsidiaries.

ADV391 0225 © 2025 abrdn plc. All rights reserved.

STA0225515232-001