

Complaints Publication Report

Firm Name: Compare The Market Limited

Covered in this report: 1 January - 30 June 2019

	Number of complaints opened by volume of business						
Product/Service Grouping	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
Insurance and Pure Protection	0.13 Per 1000 policies sold	591	550	8.2%	91.1%	11.50%	Other general admin/ customer service
Credit Related	0.15 Per 1000 policies sold	12	11	0%	100%	27%	Other general admin/ customer service