

Complaints Publication Report

Firm Name: Compare The Market Limited

Covered in this report: 1 July - 31 December 2018

Product/Service Grouping	Number of complaints opened by volume of business		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
	Intermediation within the reporting period	Number of complaints opened					
Insurance and Pure Protection	0.14 Per 1000 policies sold	585	636	9.00%	86.60%	15.60%	Other general admin/ customer service
Credit Related	0.03 Per 1000 policies sold	2	2	0%	100%	0%	Product Disclosure Information, Other general admin/customer service