

## Complaints Publication Report

**Firm Name: Compare The Market Limited**

**Covered in this report: 1 January to 30 June 2018**

	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	0.17 Per 1000 policies sold	695	635	8.7%	85.2%	10.4%	General administration/ customer service
Credit related	0.12 per 1000 accounts	6	5	20%	80%	0%	