

Compare The Market Limited's Customer complaints information

01/01/20 – 30/06/20

Complaints received

	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
Banking & Credit Cards	1.75 per 1000 products sold	1	1	0%	100%	0%	Product disclosure information
Insurance and pure protection	0.12 per 1000 policies sold	466	472	14.0%	85.8%	12.1%	General admin / customer service
Credit related	0.07 per 1000 products sold	4	5	0.0%	100%	0.0%	Product disclosure information