

**Complaints Publication Report**
**Firm Name: Compare The Market Limited**
**Covered in this report: 1<sup>st</sup> January – 30<sup>th</sup> June 2021**

	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	443	421	12.4%	87.2%	11.2%	Other general admin/customer service
Credit Related	0.09 Per 1000 policies sold	7	6	0%	100%	0%	Other general admin/customer service