

**Complaints Publication Report**
**Firm Name: Compare The Market Limited**
**Covered in this report: 1 July – 31 December 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	0.10 Per 1000 policies sold	470	494	10.9%	89.1%	9.5%	Other general admin/customer service
Credit Related	0.08 Per 1000 policies sold	7	8	12.5%	87.5%	25%	Product Disclosure Information