



Complaints Publication Report

Firm Name: Compare The Market Limited

Covered in this report: 1st July – 31st December 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	0.09 Per 1000 policies sold	363	388	6%	93%	9.8%	Other general admin/customer service
Credit Related	0.10 Per 1000 policies sold	10	10	10%	90%	30%	Other general admin/customer service