

Complaints Publication Report
Firm Name: Compare The Market Limited
Covered in this report: 1 July – 31 December 2020

	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	0.15 Per 1000 policies sold	549	555	15.5%	84.3%	9.4%	Other general admin/customer service
Credit Related	0.03 Per 1000 policies sold	2	2	0%	100%	0%	Product Disclosure Information