

**Complaints Publication Report**
**Firm Name: Compare the Market Limited**
**Period covered in this report: 1<sup>st</sup> January 2024 – 30<sup>th</sup> June 2024**

	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
<b>Insurance and Pure Protection</b>	0.083 Per 1000 policies sold	505	506	18%	82%	9%	Other general admin/customer service
<b>Credit Related</b>	0.028 Per 1000 policies sold	7	7	0%	100%	43%	Other general admin/customer service