

Complaints Publication Report
Firm Name: Compare the Market Limited
Covered in this report: 1st January – 30th June 2023

	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	0.069 Per 1000 policies sold	367	369	19%	80%	11%	Other general admin/ customer service
Credit Related	0.008 Per 1000 policies sold	1	1	0%	100%	0%	Product disclosure information