

**Complaints Publication Report**
**Firm Name: Compare the Market Limited**
**Covered in this report: 1<sup>st</sup> July – 31<sup>st</sup> December 2022**

	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>	0.082 Per 1000 policies sold	365	365	9%	91%	8%	Other general admin/ customer service
<b>Credit Related</b>	0.040 Per 1000 policies sold	4	3	0%	100%	0%	Product disclosure information