

Complaints Publication Report
Firm Name: Compare the Market Limited
Covered in this report: 1st July 2023 – 31st December 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	0.070 Per 1000 policies sold	376	372	17%	83%	7%	Product disclosure information	
Credit Related	0.044 Per 1000 policies sold	7	7	14%	86%	14%	Product disclosure information	