

**Complaints Publication Report**
**Firm Name: Compare The Market Limited**
**Covered in this report: 1<sup>st</sup> January – 30<sup>th</sup> June 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>	0.085 Per 1000 policies sold	369	361	20%	80%	9%	Other general admin/ customer service
<b>Credit Related</b>	0.045 Per 1000 policies sold	5	6	0%	100%	33%	Product disclosure information