

	Number of complaints opened by volume of business						
Product / service grouping	Provision (at reporting period end date)	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	0.69 per 1,000 policies in force	3395	3411	29%	68%	61%	Product performance /features
Credit Related	0 accounts in force	0	0	0%	0%	0%	Arrears Related