

COMPLAINTS PUBLICATION REPORT

(This report is prepared in accordance with FCA DISP. 1.10A Complaints data publication rules)

Firm Name: Telefónica Insurance, S.A. UK Branch

Group: Telefónica Insurance, S.A.

Period Covered in this Report: 1 January 2016 – 30 June 2016

	Number of Complaints Opened	Number of Complaints Closed	Complaints Closed within 8 weeks (%)	Closed complaints upheld by firms (%)
General Insurance and Pure Protection	3028	2960	100%	47%

Please note de above figures into context:

We received no more than 0, 27% complaints versus live Policies.

Less than 3.5% of claimants make a complaint.