

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 2017 – 30 June 2017

	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
General Insurance and Pure Protection	13993	12630	77%	16%	34%	General Administration/ Customer Service

N° RCS: B 1051162 N° TVA: BILC LU 228 394 20

Please note the above figures into context:

We received no more than 1.30 % complaints versus live Policies.
 Less than 14% of claimants make a complaint.