

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 July 2016 – 31 December 2016

	Number of Complaints Opened	Number of Complaints Closed	Complaints Closed within 8 weeks (%)	Closed complaints upheld by firms (%)
General Insurance and Pure Protection	6744	6243	100%	44%

Please note the above figures into context:

We received no more than 0, 11% complaints versus live Policies.
 The number of complaints has increased due FCA changes on 30.06.2016, all complaints are now reportable (Formal e Informal Complaints).
 Less than 5% of claimants make a complaint.