

## 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 Seguros y Reaseguros,  
 Compañía Aseguradora S.A.U.  
 Period Covered in this Report: 1 July 2023 – 31 December 2023

| Product/<br>service<br>grouping              | Number of<br>complaints<br>per 1000<br>policies in<br>force | Number of<br>Complaints<br>Opened | Number of<br>Complaints<br>Closed | Percentage<br>closed<br>within 3<br>days | Percentage<br>closed<br>after 3<br>days but<br>within 8<br>weeks | Percentage<br>upheld | Main Cause of<br>Complaints<br>opened             |
|--|---|-----------------------------------|-----------------------------------|--|--|----------------------|---|
| Total<br>Insurance<br>and Pure<br>Protection | 4.57  | 4,106                             | 4,089                             | 16%                                      | 84%  | 66%                  | General<br>Administration/<br>Customer<br>Service |