

## 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 January 2024 – 30 June 2024

| 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 after<br>3 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 | 3.7   | 3,073                             | 3,094                             | 20%                                      | 79%   | 63%                  | General<br>Administration/<br>Customer<br>Service |

Nº REGS: B.105.162 N° IVA: B6C. LU 228.394.20