

Avantia Insurance Limited (trading as HomeProtect) – Financial Conduct Authority half yearly report 1 July 2018-31 December 2018

Product/service grouping	Number of complaints opened by volume of business (Intermediation within the reporting period)	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
Insurance and pure protection	7.41 per 1,000 policies sold	1080	1078	97%	2%	53.14%	General admin/ customer service – (Delays/ timescales)
Credit Related	-	56	56	-	-	34%	-