

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

Product/ service grouping	Number of complaints per 1000 policies in force	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
Total Insurance and Pure Protection	6.59	6,746	6,243	59%	41%	44%	General Administration/ Customer Service