

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 2017 – 31 December 2017

| 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 | 13.49 | 13,903 | 15,070 | 54% | 45% | 46% | General Administration/ Customer Service |