

Complaints Publication Report

Firm name: Freeway UK Insurance Services Ltd

Group (if applicable): Not applicable

Other firms included in this report (if any): Not applicable

Period covered in this report: 1st July 2018 to 31st December 2018

Brands/trading names covered: Freeway UK Insurance Services Ltd

Number of complaints opened by volume of business								
Product/service grouping	Provision (at reporting period end date)	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 policies	77.98 (per 1000 policies in force)	N/A	538	538	96.84% (521)	3.16% (17)	29.74% (160)	General admin/customer service – Errors/not following instructions

Note: This table belongs to DISP 1.10A.2.R

