



Complaints Publication Report

Firm name: Complete Cover Group Limited

Group: Abacai Group

Period covered in this report: 1st July 2023 – 31st December 2023

Brand/trading names covered: Complete Cover Group, boom

Type of complaint	Total insurance & pure protection
Complaints per 1,000 policies sold	24.04
Complaints per 1,000 policies in force	7.73
Number of complaints opened	627
Number of complaints closed	631
Percentage of complaints closed within three days	14.1%
Percentage of complaints closed after three days but within eight weeks	85.73%
Percentage of complaints upheld	52.47%
Main cause of complaints opened	General admin / Customer Service