

Complaints Publication Report

Firm name: Complete Cover Group Limited

Group: Abacai Group

Period covered in this report: 1st January 2025 – 30th June 2025

Brand/trading names covered: Complete Cover Group, boom

| Type of complaint | Total insurance & pure protection |
|-------------------------------------------------------------------------|-----------------------------------------|
| Complaints per 1,000 policies sold | 24.47 |
| Complaints per 1,000 policies in force | 24.15 |
| Number of complaints opened | 905 |
| Number of complaints closed | 879 |
| Percentage of complaints closed within three days | 48% |
| Percentage of complaints closed after three days but within eight weeks | 52% |
| Percentage of complaints upheld | 41% |
| Main cause of complaints opened | General admin and poor customer service |