



Complaints Publication Report

Firm name: Complete Cover Group Limited

Group: Abacai Group

Period covered in this report: 1st January 2025 – 30th June 2026

Brand/trading names covered: Complete Cover Group, boom

Type of complaint	Total insurance & pure protection		
	01/01/25 – 30/06/25	01/07/25 – 31/12/25	01/01/2026 – 30/06/2026
Complaints per 1,000 policies sold	24.47	44.07	42.46
Complaints per 1,000 policies in force	24.15	17.64	22.15
Number of complaints opened	905	560	684
Number of complaints closed	879	594	678
Percentage of complaints closed within three days	48%	48%	48%
Percentage of complaints closed after three days but within eight weeks	52%	52%	52%
Percentage of complaints upheld	41%	42%	56%
Main cause of complaints opened	General admin and poor customer service	General admin and poor customer service	General admin and poor customer service

Complete Cover Group Limited is authorised and regulated by the Financial Conduct Authority and is on the Financial Services Register number 309611 (www.fca.org.uk/register/). The company is registered in England & Wales number 3578103 with its registered office at Mara House, Tarporley Business Centre, Nantwich Road, Cheshire, Tarporley, CW6 9UY.