



Summary of complaints Post Office Insurance has received

Name: Post Office Management Services Limited

This table details how many complaints we have received for the reporting period 1st April 2023 – 30th September 2023

	General insurance and pure protection
No. of complaints opened per 1000 policies in force	0.67
Number of complaints opened per 1000 policies sold	0.89
No. of complaints opened	665
No. of complaints closed	658
Percentage closed within 3 days	36.02%
Percentage closed outside 3 days but within 8 weeks	63.83%
Percentage upheld	37.08%
Main cause of complaints opened	Errors/Not Following Instructions