

INSURANCE FACTORY LIMITED

COMPLAINTS DATA FOR THE PERIOD 1 July 2019 TO 31 December 2019

We are required by the FCA to provide details of the number of complaints opened and closed during the period, as below.

The following complaints data encompasses all trading names of The Insurance Factory Limited, including but not limited to:- Insurance Factory Ltd, Insurance Choice, The Policy Shop, Lancaster Insurance Services and MasterQuote.

Product/ Service grouping	Number of complaints opened by volume of business		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
	Provision (at reporting period end date)	Intermediation (within the reporting period)						
Insurance and pure protection		7.44 per 1000 policies sold	1700	1704	53.29%	46.60%	30.05%	Disputes over sums/charges

We aim to deal with your complaints as swiftly as possible and will acknowledge all complaints within 5 working days and endeavour to deal with your complaint within 4 weeks. We have a dedicated team of handlers who will review and investigate the circumstances of your complaint and unless in exceptional situations, will ensure you receive a final response with 8 weeks. A copy of our full complaint procedure is available upon request. (<https://www.insurancefactory.co.uk/contact-us/customer-complaints>)

We constantly review and analyse complaints made by our customers and strive to improve our customer service. We are pleased with the positive feedback we receive from our customers and dedication of our customer service staff.