



COMPLAINTS DATA H2 2020

Last updated: 17th February 2021

Firm name: CORGI HomePlan Ltd

Period covered in this report: 01 July - 31 December 2020

Brands/trading names covered: CORGI HomePlan, CORGI HomeHeat and OVO HomePlan

Product / service grouping	Provision (at the reporting end date)	Number of complaints opened	Number of complaints closed	% closed within 3 days	% closed after 3 business days but within 8 weeks	% Upheld	Main cause of complaints opened
Insurance and pure protection	per 1000 policies in force 9.86	1,612	1,531	37%	62%	86%	Product performance / features
Credit related	per 1000 accounts / loans 0	0	0	NA	NA	0	NA

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