



COMPLAINTS DATA H1 2021

Firm name: CORGI HomePlan Ltd

Period covered in this report: 01 January - 30 June 2021

Brands/trading names covered: CORGI HomePlan, CORGI HomeHeat, 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 10.85	1684	1876	32%	67%	83%	Product performance / features
Credit related	per 1000 accounts / loans 0	0	0	NA	NA	0	NA

