



# Complaints Data 2024

Part of the OVO Family

**Firm Name:** CORGI HomePlan Ltd

**Period covered in this report:** 1 July – 31 December 2024

**Brands/trading names covered:** CORGI HomePlan, OVO HomePlan and OVO Energy Boiler Cover

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  6.31	1809	1603	10%	88%	72%	Product performance / features