

Carrot Insurance complaints report 1 July – 31 December 2018

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
	Provisions at reporting start date	Intermediation within the reporting period						
Insurance and pure protection	25.92 per 1000 policies in force	47.83 per 1000 policies sold	611	546	40.65	57.87	49.78	Information, sums/ charges or product performance.
Credit related	-	-	9	7	N/A	N/A	22.22%	N/A