



Complaints Publication Report

Firm name: Complete Cover Group Limited

Group: Abacai Group

Period covered in this report: 1st January 2024 – 30th June 2024

Brand/trading names covered: Complete Cover Group, boom

Type of complaint	Total insurance & pure protection
Complaints per 1,000 policies sold	37.65
Complaints per 1,000 policies in force	12.73
Number of complaints opened	1212
Number of complaints closed	1287
Percentage of complaints closed within three days	17%
Percentage of complaints closed after three days but within eight weeks	83%
Percentage of complaints upheld	60%
Main cause of complaints opened	General admin / Customer Service