



Complaints Publication Report

Firm name: Complete Cover Group Limited

Group: Abacai Group

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

Brand/trading names covered: Complete Cover Group, boom

Type of complaint	Total insurance & pure protection
Complaints per 1,000 policies sold	58.97
Complaints per 1,000 policies in force	22.23
Number of complaints opened	963
Number of complaints closed	995
Percentage of complaints closed within three days	27%
Percentage of complaints closed after three days but within eight weeks	73%
Percentage of complaints upheld	43%
Main cause of complaints opened	General Administration and Poor Customer Service