



Summary of complaints Post Office Insurance has received

Name: Post Office Management Services Limited

This table details how many complaints we have received for the reporting period 1st April 2024 – 30th September 2024

	General insurance and pure protection
No. of complaints opened per 1000 policies in force	0.63
Number of complaints opened per 1000 policies sold	0.86
No. of complaints opened	617
No. of complaints closed	479
Percentage closed within 3 days	20.04%
Percentage closed outside 3 days but within 8 weeks	79.96%
Percentage upheld	44.46%
Main cause of complaints opened	Other General Admin / Customer Service