

Domestic & General Insurance PLC

Complaints Data

We publish below the reportable complaints data for Domestic & General Insurance PLC for the 6 months to 31/03/2023, in accordance with the Financial Conduct Authority (FCA) rules. These figures illustrate Domestic & General Insurance PLCs commitment to high quality customer service.

Firm name: Domestic & General Insurance PLC

Group: N/A

Other firms included in this report (if any): N/A

Period covered in this report: 01/10/2022 – 31/03/2023

Brands/Trading names covered: N/A

	Number of complaints opened by volume of business							
FCA category	Provision (at reporting period end date)	Intermediation (within the reporting period)	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 opened
Insurance and Pure Protection	4.53 per 1000 policies in force	N/A	44,532	45,204	67.3%	32.4%	65.8%	General Admin/ Customer Service

Domestic & General Insurance PLC registered in England | Company No.485850 | Registered office: Swan Court, 11 Worple Road, Wimbledon, London SW19 4JS | A member of the Association of British Insurers.

Domestic & General Insurance PLC is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.