

Domestic & General Insurance PLC

Complaints data

We publish below the reportable complaints data for Domestic & General Insurance PLC for the 6 months to 30 September 2022, 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: 1 April 2022 – 30 September 2022

Brands/Trading names covered: N/A

FCA category	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 opened
	Provision (at reporting period end date)	Intermediation (within the reporting period)						
Insurance and Pure Protection	4.17 per 1000 policies in force	N/A	39,444	38,951	62.2%	37.7%	65.4%	General Admin/ Customer Service

Domestic & General Insurance PLC registered in England | Company No.485850 | Registered office: Swan Court, 11 Worples 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.