

# Domestic & General Insurance PLC

## Complaints Data

We publish below the reportable complaints data for Domestic & General Insurance PLC for the 6 months to 30/09/2023, in accordance with the Financial Conduct Authority (FCA) rules.

**Firm name:** Domestic & General Insurance PLC

**Group:** N/A

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

**Period covered in this report:** 01/04/2023 – 30/09/2023

**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)						
<b>Insurance and Pure Protection</b>	3.67 per 1000 policies in force	N/A	38,085	37,400	77.4%	22.0%	57.4%	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.