



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 2018, in accordance with the Financial Conduct Authority "FCA" rules. These figures illustrate Domestic & General Insurance Plc's 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 2018 – 30 September 2018

Brands/Trading names covered: N/A

FCA category	No. of live policies	Complaints received per live policies (%)	Number of complaints opened	Number of complaints closed	Complaints closed within 3 days (%)	Complaints closed >3 days but within 8 weeks (%)	Complaints closed within 8 weeks (%)	Complaints upheld by firm (%)
General Insurance and Pure Protection	3,995,228	0.2%	9100	8596	43%	51%	100%	65%

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.