

## Domestic & General Insurance Plc

### Complaints Data

We publish below the reportable complaints data for Domestic & General Insurance Plc for the 6 months to 31 March 2020, 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 October 2019 – 31 March 2020

**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 (%)
<b>General Insurance and Pure Protection</b>	8,032,949	0.3%	26157	25976	40%	60%	100%	68%

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