

Firm name: Swinton Group Ltd

Period covered in this report: 1Jan 2021 to 30th June 2021

Swinton Insurance	Number of complaints opened by volume of business						
Product/Service	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	7.38 Per 1000 policies sold	6219	6010	66.09%	32.50%	43.93%	Errors /Not Following Instructions
Credit-related	0.88 per 1000 credit accounts	220	215	N/A	N/A	54.88%	N/A