

Firm name: Swinton Group Limited

Period covered in this report: 1 January 2018 to 30th June 2018

Brand/trading names covered: Swinton, Swinton Commercial, Safeguard, Scenic.

	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
Banking & Credit Cards	N/A	0	0	0	0	0	N/A
Home finance	N/A	0	0	0	0	0	N/A
Insurance and pure protection	7.87 Per 1000 policies sold	8565	9556	49%	44%	52%	Errors/ Not Following Instructions
Decumulation and pensions	N/A	0	0	0	0	0	N/A
Investments	None Sold	3	3	0	33%	0	Product Performance/ Features
Credit-related	1.50 per 1000 credit accounts	486	535	N/A	N/A	57%	N/A