

Carrot Insurance complaints report 1 January – 30 June 2019

Number of complaints opened by volume of business								
Product / Service Grouping	Provisions at reporting start date	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
Insurance and Pure Protection	47.79 per 1000 policies in force	67.67 per 1000 policies sold	862	922	28.09%	69.85%	63.88%	Product performance / Features
Credit related	-	-	13	12	-	-	75%	-