

**Carrot Insurance complaints report 1 July – 31 December 2019**

<b>Product / Service Grouping</b>	<b>Number of complaints opened by volume of business</b>		<b>Number of complaints opened</b>	<b>Number of complaints closed</b>	<b>Percentage closed within 3 days</b>	<b>Percentage upheld</b>	<b>Main cause of complaints</b>
	<b>Provisions at reporting period end date</b>	<b>Intermediation within the reporting period</b>					
<b>Insurance and Pure Protection</b>	36.89 per 1000 policies in force	55.53 per 1000 policies sold	619	650	60.15%	77.39%	Product performance / features
<b>Credit related</b>	-	-	23	23	-	78.26%	-