

Complaints Publication Report (1 Annex 1BR)

Bastion Insurance Company Limited

Reporting Period: 1 January – 30 June 2022

	Number of complaints opened by volume of business							
Product / service grouping	Provision (at reporting period end 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 opened
Insurance and pure protection	0.34 per 1000 policies in force	0.79 per 1000 policies sold	561	430	14%	59%	19%	General Admin/ Customer Service