

Complaints Publication Report (1 Annex 1BR)

Bastion Insurance Company Limited

Reporting Period: 1st April 2023 to 30th September 2023

	Number of complaints opened by volume of UK 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 closed in more than 8 weeks	Percentage up held	Main cause of complaints opened
Insurance and pure protection	0.36 per 1000 policies in force	0.75 per 1000 policies sold	603	446	21.07%	76.23%	2.69%	20.85%	product performance/features