

Complaints Publication Report (1 Annex 1BR)

Bastion Insurance Company Limited

Reporting Period: 1st October 2023 to 31st March 2024

	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 upheld	Main cause of complaints opened
Insurance and pure protection	0.36 per 1000 policies in force	1.24 per 1000 policies sold	507	417	23.5%	74.1%	2.4%	35.25%	product performance/features