

# Firm Name: Abacus Ltd

## Group: Police Mutual Group

Period covered in this return: 1 January to 30 June 2018

Brands / trading names covered: Abacus Limited

Other firms included in this return (if any): None

Product/ Services	Product /Service Provision complaints per 1000 policies (at reporting period end date)	Intermediation complaints per 1000 policies (within the reporting period)	Number of complaints opened	Number of complaints closed	Closed within 3 days (%)	Closed after 3 days but within 8 weeks (%)	Upheld (%)	Main cause of complaints opened
Banking & Credit Cards	n/a	n/a	0	0	0	0	0	n/a
Home Finance	n/a	n/a	0	0	0	0	0	n/a
Insurance Protection	n/a	n/a	9	9	0%	100%	11%	General Admin/Customer Service
Decumulation & Pensions	n/a	n/a	0	0	0	0	0	n/a
Investments	n/a	n/a	0	0	0	0	0	n/a
Credit Related	n/a	n/a	0	0	0	0	0	n/a
<b>Total</b>	<b>n/a</b>	<b>n/a</b>	<b>9</b>	<b>9</b>	<b>0%</b>	<b>100%</b>	<b>11%</b>	