

Firm name: Mortgage Excellence Plc

Group: Police Mutual Group

Period covered in this return: 1 July to 31 December 2019

Brands / trading names covered: Police Mutual & Forces Mutual

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	5.86	10	14	14%	71%	29%	General Admin/Customer Service
Insurance Protection	n/a	1.52	1	1	0%	100%	0%	Advising, selling and arranging
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
Total	n/a	4.65	11	15	13%	73%	27%	