

Firm name: Police Mutual Assurance Society Ltd

Group: Police Mutual Group

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

Brands / trading names covered: Police 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	n/a	0	0	0	0	0	n/a
Insurance Protection	0.22	n/a	2	4	50%	50%	25%	Advising, selling and arranging
Decumulation & Pensions	2.67	n/a	9	11	36%	64%	73%	General Admin/Customer Service
Investments	0.31	n/a	79	82	40%	56%	52%	General Admin/Customer Service
Credit Related	n/a	n/a	0	0	0	0	0	n/a
Total	0.34	n/a	90	97	40%	57%	54%	