

**Firm name:** PMGI Ltd

**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	n/a	0	0	0	0	0	n/a
Insurance Protection	n/a	1.37	131	125	47%	51%	61%	General Admin/Customer Service
Decumulation & Pensions	n/a	n/a	0	0	0	0	0	n/a
Investments	n/a	11.24	1	1	0%	100%	0%	Advising, selling and arranging
Credit Related	n/a	n/a	0	0	0	0	0	n/a
<b>Total</b>	<b>n/a</b>	<b>1.38</b>	<b>132</b>	<b>126</b>	<b>47%</b>	<b>52%</b>	<b>60%</b>	