

1 Annex 1 BR Complaints Publication Report

This table belongs to DISP 1.10A.2R

Complaints Publication Report

Firm Name: **SquareTrade UK Limited**

Period Covered in this report: 1st July 2015 – 31st December 2015

Brands/trading names covered: SquareTrade UK Limited

	Number of Complaints Opened	Number of Complaints Closed	Complaints Closed within 8 weeks (%)	Complaint Upheld by firm (%)
Banking and Credit Cards				
Home finance				
General Insurance and pure protection	301	301	100%	62%
Investments				
Credit related				

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Complaints Publication Report

Firm Name: **SquareTrade UK Limited**

Period Covered in this report: 1st January 2015 – 30th June 2015

Brands/trading names covered: SquareTrade UK Limited

	Number of Complaints Opened	Number of Complaints Closed	Complaints Closed within 8 weeks (%)	Complaint Upheld by firm (%)
Banking and Credit Cards				
Home finance				
General Insurance and pure protection	47	47	100%	45%
Investments				
Credit related				

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Complaints Publication Report

Firm Name: **SquareTrade UK Limited**

Period Covered in this report: 1st July 2014 – 31st December 2014

Brands/trading names covered: SquareTrade UK Limited

	Number of Complaints Opened	Number of Complaints Closed	Complaints Closed within 8 weeks (%)	Complaint Upheld by firm (%)
Banking and Credit Cards				
Home finance				
General Insurance and pure protection	26	26	100%	100%
Investments				
Credit related				