

This table belongs to *DISP* 1.10A.2R.

Complaints publication report

Firm name: SquareTrade Limited
Group: (if applicable): N/A
Other firms included in this report (if any): N/A
Period covered in this report: 1st January 2021 – 30th June 2021
Brands/trading names covered: SquareTrade Limited

Product / service grouping	Provision (at reporting period end date)	Number of complaints opened	Number of complaints closed	Percentage closed within 3 days	Percentage closed after 3 days but within 8 weeks	Percentage upheld	Main cause of complaints opened
Insurance and pure protection	15.54 - Number of complaints opened per 1000 policies in force	14971	13409	80%	20%	74%	General admin/ customer service