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

Complaints publication report

Firm name: **SquareTrade Limited UK N/A**
Group: (if applicable): **N/A**
Other firms included in this report (if any):
Period covered in this report: **1st July 2020 – 31st December 2020**
Brands/trading names covered: **SquareTrade Limited**

	Number of complaints opened by volume of business							
Product / service grouping	**Provision (at reporting period end date)**	**Intermediation (within the reporting period)**	**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**
Banking and credit cards								
Home finance								
Insurance and pure protection	**11.5 - Number of complaints opened per 1000 policies in force**	**23.23 - Number of complaints opened per 1000 policies sold**	**20499**	**19961**	**64%**	**33%**	**66%**	**General admin/ customer service**
Decumulation and pensions								
Investments								
Credit related								