

Firm name: Swinton Group Limited

Period covered in this report: 1 Jan 2020 to 30<sup>th</sup> June 2020

Brand/trading names covered: Swinton, Swinton Commercial, Safeguard, Scenic.

	<b>Number of complaints opened by volume of business</b>						
<b>Product/Service</b>	<b>Intermediation (within the reporting period)</b>	<b>Number of complaints opened</b>	<b>Number of complaints closed</b>	<b>Percentage closed within 3 days</b>	<b>Percentage closed after 3 days but within 8 weeks</b>	<b>Percentage upheld</b>	<b>Main cause of complaints opened</b>
Insurance and pure protection	6.83 Per 1000 policies sold	5947	6563	53.66%	44.40%	47.95%	Errors/ Not Following Instructions
Credit-related	1.26 per 1000 credit accounts	339	423	N/A	N/A	39.24%	N/A