

Complaints publication report

Firm name: Building Block Insurance PCC Limited

Period covered in this report: 1 January 2023 – 30 June 2023

	Number of complaints opened by volume of business						
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	3.62 per 1000 policies in force	557	507	24%	75%	38%	Information, sums/charges or product performance