

Complaints publication report

Firm name: Building Block Insurance PCC Limited

Period covered in this report: 1 July 2023 – 31 December 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	3.64 per 1000 policies in force	520	526	31%	69%	35%	Information, sums/charges or product performance