

Complaints publication report

Firm name: Building Block Insurance PCC Limited
Period covered in the report: 1 January 2024 - 31 December 2024

	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	Closed within 3 days	Closed after 3 days but within 8 weeks	Upheld	Main cause of complaints caused
Insurance and pure protection	19.62 per 1000 policies in force	367	367	47%	50%	45%	Information, sums/charges or product performance