

## Complaints publication report

Firm name: **Astrenska Insurance Limited**

Other firms included in this report (if any): **N/A**

Period covered in this report: **1st May 2023 to October 31<sup>st</sup> 2023**

Brands/trading names covered: **'Collinson Insurance'**.

	Number of complaints opened by volume of business							
Product/ service grouping	Provision (at reporting period end date) - number of complaints opened per 1000 policies in force	Intermediation (within the reporting period) - number of complaints opened per 1000 policies sold	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	1.17	0.99	2550	2429	10.9%	74.43%	61.75%	Other General Admin / Customer Service