Complaints publication report

Firm name: **Astrenska Insurance Limited**

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

Period covered in this report: **1st November 2022 to 30th April 2023**.

Brands/trading names covered: ‘**Collinson Insurance**’.

<table>
<thead>
<tr>
<th>Product/service grouping</th>
<th>Number of complaints opened by volume of business</th>
<th>Provision (at reporting period end date) - number of complaints opened per 1000 policies in force</th>
<th>Intermediation (within the reporting period) - number of complaints opened per 1000 policies sold</th>
<th>Number of complaints opened</th>
<th>Number of complaints closed</th>
<th>Percentage closed within 3 days</th>
<th>Percentage closed after 3 days but within 8 weeks</th>
<th>Percentage upheld</th>
<th>Main cause of complaints opened</th>
</tr>
</thead>
<tbody>
<tr>
<td>Insurance and pure protection</td>
<td>1.52</td>
<td>1.83</td>
<td>2367</td>
<td>2530</td>
<td>17.07%</td>
<td>59.5%</td>
<td>65.4%</td>
<td>Other General Admin / Customer Service</td>
<td></td>
</tr>
</tbody>
</table>