

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 2022 to 31st October 2022.

Brands/trading names covered: 'Collinson Insurance'

Product / service grouping	Number of complaints opened by volume of business		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
	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						
Banking and credit cards	N/A							
Home finance	N/A							
Insurance and pure protection	1.46	1.22	1695	1226	17%	62.9%	54.6%	Other General Admin / Customer Service
Decumulation and pensions	N/A							
Investments	N/A							
Credit related	N/A							