

Complaints publication report

Firm name: **Astrenska Insurance Limited**
Period covered in this report: **November 1st, 2025, to April 30th, 2026.**
Brands/trading names covered: **Collinson Insurance**

	Number of complaints opened by volume of business							
Insurance and pure protection	Complain ts opened per 1000 policies in force	Complaints opened per 1000 policies sold	Number of complai nts 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
	0.83	0.79	3825	3551	14.4%	79.5%	62.8%	Other General Admin / Customer Service