

Complaints Publication Report

Firm name:

Business Insurance Solutions Ltd.

Period covered in this report:

1 July 2024– 31 December 2024

Brands/trading names covered:

VanCompare Direct, Vanline Direct, CarCompare Direct, Carline Direct, Tradesmancompare.co.uk, Liabilitylinedirect.co.uk, Business Compare.

| Product / service grouping | Number of complaints opened by volume of business. Provision (at reporting period end date) | 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 | 7.79 per 1000 policies in force | 479 | 479 | 48.8% | 45.8% | 44.4% | Admin/ Customer service |
| CCR | N/A | 27 | 27 | N/A | N/A | 63% | N/A |