



## Complaints Publication Report

Car Care Plan Limited is an insurance intermediary, and is authorised and regulated by the Financial Conduct Authority (FCA), firm reference number 309268. The FCA requires us to publish complaints data.

You can check [their register](#) or call the FCA on 0800 111 6768.

### Complaints Data

Firm Name: Car Care Plan Limited

Period Covered in this Report: 1 July 2015 – 31 December 2015

	Number of Complaints Opened	Number of Complaints Closed	Complaints Closed within 8 Weeks (%)	Closed Complaints Upheld
Banking and credit cards				
Home finance				
General insurance and pure protection	696	696	100%	25%
Investments				
Credit-related				

### Contextualisation of Data

For the period 1 July 2015 – 31 December 2015 there were 929,915 live policies covering the following products under Car Care Plan Limited:

- Mechanical Breakdown Insurance
- Guaranteed Asset Protection Insurance
- Cosmetic Repair Insurance
- Tyre Insurance
- Alloy Wheel Repair Insurance
- MOT Test Insurance
- Roadside Assistance

For the same period there were 696 complaints, which equates to 0.07% of complaints against the total number of policies.

Please [contact us](#) if you have an enquiry about this complaints data or if you're unhappy with our service.