



# 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<sup>st</sup> July 2019 to 31<sup>st</sup> December 2019

Brands/trading names covered: This publication covers all Car Care Plan Limited administered products.

	Number of complaints opened by volume of business						Main cause of complaints opened
	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	
Banking and credit cards	Not Applicable						
Home finance	Not Applicable						
Insurance and pure protection	1.23 per 1000 policies in force	1633	1719	34%	66%	57%	Other general admin / customer service
Decumulation and pensions	Not Applicable						
Investments	Not Applicable						
Credit-related	Not Applicable						

## Contextualisation of Data

For the period 1 July 2019 to 31 December 2019 Car Care Plan Limited had just over 1.3 million live policies covering the following products:

- 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 1633 complaints, which equates to 1.23 complaints per 1000 live policies.

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