



# 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.

Motors Insurance Company Limited is an insurance undertaking, and is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

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, FRN: 309268

**Other firms included in this report:** Motors Insurance Company Limited, FRN: 202875

**Period covered in this report:** 1<sup>st</sup> January 2023 to 30<sup>th</sup> June 2023

**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 | 0.99 per 1000 policies in force                   | 928                         | 1000                        | 34%                             | 66%   | 29%               | Product Performance/features    |
| Decumulation and pensions     | Not Applicable                                    |                             |                             |                                 |   |                   |                                 |
| Investments                   | Not Applicable                                    |                             |                             |                                 |   |                   |                                 |
| Credit-related                | Not Applicable                                    |                             |                             |                                 |   |                   |                                 |

## Contextualisation of Data

For the period 1 January 2023 to 30 June 2023, Car Care Plan Limited had just over 940,000 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 928 complaints, which equates to 0.99 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.