



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 July 2023 to 31 December 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	1.06 per 1000 policies in force	1017	979	40%	60%	30%	Product Performance/features
Decumulation and pensions	Not Applicable						
Investments	Not Applicable						
Credit-related	Not Applicable						

Contextualisation of Data

For the period 1 July 2023 to 31 December 2023, Car Care Plan Limited had just over 957,000 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
- Motor Insurance

For the same period, there were 1017 complaints, which equates to 1.06 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.