

## Complaints publication report

Firm name: Fish Administration Limited

Group: PIB Group

Period covered in this report: 1 January – 30 June 2024

Brands/trading names covered: Fish Insurance, CareCo Protect + Go

We strive to deliver good service to our customers and “doing the right thing” is at the core of what we do.

We value our customers feedback and where they feel we have not met their expectations and make a complaint, we take these complaints seriously and handle them fairly and promptly. We also review the lessons learnt from this feedback to improve our customer service where relevant.

The main cause of insurance and pure protection complaints opened during the period was “Errors/Not Following Instructions which covers such as those relating to timely receipt of correspondence and inaccuracies in documentation issued to clients.

Product / service grouping	Number of complaints opened by volume of business		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
	Provision (at reporting period end date)	Intermediation (within the reporting period)						
Insurance and pure protection	Not Applicable	11.19 per 1000 policies sold	530	481	53%	40%	81%	Errors/Not Following Instructions