



## Complaints publication report

**Firm name:** Holiday Extras Cover Ltd

**Period covered in this report:** 1 October 2023 to 31 March 2024

**Brands/trading names covered:** Holiday Extras & Holiday Extras Cover Ltd

<b>Product/service grouping</b>	Insurance and pure protection
<b>No of complaints opened by volume of business (intermediation)</b>	4.55 per 1,000 policies sold
<b>No of complaints opened</b>	631
<b>No of complaints closed</b>	605
<b>Percentage closed within 3 days</b>	85.6%
<b>Percentage closed after 3 days but within 8 weeks</b>	6.5%
<b>Percentage upheld</b>	38.4%
<b>Main cause of complaints opened</b>	Product performance/features