

Complaint Publication Report

| Firm name | Group | Other firms in this report | Period covered in this report | Brands/trading names covered |
|--------------------------------|--|----------------------------|---|--------------------------------|
| Aviva Protection UK Limited | Aviva Protection UK Limited is part of the Aviva Group | None | 1st January 2025 (reporting period start date) to 30th June 2025 (reporting period end date) | Aviva Protection UK Limited |

Number of complaints opened by volume of business

| Product/ service grouping | *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 | Main causes of complaints opened |
|-------------------------------------|--|-----------------------------|-----------------------------|---------------------------------------|--|----------------------|--|
| Insurance and pure protection | 0.51 | 642 | 661 | 62.6% | 38.3% | 37.8% | Other General Admin/ Customer Service |

To place the above in context, we received 0.51 insurance and pure protection complaints for every 1,000 policies in force.

Aviva Protection UK Limited. Telephone 0345 600 6820. Registered in England and Wales. Number 6367921. Registered address: Aviva, Wellington Row, York, England, YO90 1WR. Aviva Protection UK Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. The registration number is 473752.

^{*}Provision relates to the number of complaints opened within the reporting period to the total volume of our relevant business at the end date of the reporting period. Total volume includes policies sold and active policies at the end of the reporting period.