

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.

*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.