

Complaints Publication Report

Firm name: Brightside Insurance Services Limited

Period covered in this report: 1st Jul 2016 – 31st Dec 2016

Brands/trading names covered: Commercial Vehicle Direct, Churchill Van Insurance, NatWest, eCar, eBike, eVan, ASDA Car, Home, Van, One Insurance Solution, Prosport, Logical Choice, Sunlife Home.

We endeavour to provide the best possible service to our customers; this includes dealing with complaints fairly and efficiently. Complaints received and managed for Jul-Dec 2016 are detailed below. Reportable complaint figures include formal and informal complaints.

	Number of complaints (per 1,000 policies sold)	Number of complaints opened	Number of complaints closed	Complaints closed within 3 days (%)	Complaints closed after 3 days but within 8 weeks (%)	Closed complaints upheld by firm (%)	Main Cause of Complaints
General Insurance and pure protection	21.69	1445	1432	50%	49%	53%	Disputes over sums/charges

Analysis of complaints 1st Jul-31st Dec 2016

- All customer dissatisfaction is recorded and reported to the regulator
- Customer complaints are categorised and analysed at a Senior level to ensure we are aware of any issues our customers face when dealing with us
- 53% of our complaints were upheld by us, in favour of our customers, where we recognise our service hasn't met their expectations.