

Firm name: Carole Nash Insurance Consultants Limited

Period covered in this report: 1<sup>st</sup> July 2025 to 31<sup>st</sup> December 2025

<b>Carole Nash</b>	<b>Number of complaints opened by volume of business</b>						
<b>Product/Service</b>	<b>Intermediation (within the reporting period)</b>	<b>Number of complaints opened</b>	<b>Number of complaints closed</b>	<b>Percentage closed within 3 days</b>	<b>Percentage closed after 3 days but within 8 weeks</b>	<b>Percentage upheld</b>	<b>Main cause of complaints opened</b>
Insurance and pure protection	9.09 Per 1000 policies sold	2650	2669	75%	25%	44.0%	Disputes over sums / Charges
Credit-related	0.53 per 1000 credit accounts	36	35	N/A	N/A	51.4%	N/A