

Firm name: Carole Nash Insurance Consultants Limited
 Period covered in this report: 1st Jul 2023 to 31st December 2023

	Number of complaints opened by volume of business						
Product/Service	Intermediation (within the reporting period)	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 cause of complaints opened
Insurance and pure protection	16.31% Per 1000 policies sold	4799	5092	62.2%	37.3%	42.9%	Dispute over Sums/Charges
Credit-related	0.74 per 1000 credit accounts	67	71	N/A	N/A	42.3%	N/A