

**ZENITH MARQUE INSURANCE SERVICES LIMITED**

**COMPLAINTS DATA FOR THE PERIOD 1 JULY 2016 TO 31 DECEMBER 2016**

We are required by the FCA to provide details of the number of complaints opened and closed during the period, as below.

Product/ Service grouping	Number of complaints opened by volume of business		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
	Provision (at reporting period end date)	Intermediation (within the reporting period)						
<b>Insurance and pure protection</b>	3.65 per 1000 policies in force		885	890	28.76%	70.67%	46.85%	General admin/ Customer service

We aim to deal with your complaints as swiftly as possible and will acknowledge all complaints within 5 working days and endeavour to deal with your complaint within 4 weeks. We have a dedicated team of handlers who will review and investigate the circumstances of your complaint and unless in exceptional situations, will ensure you receive a final response with 8 weeks. A copy of our full complaint procedure is available <https://www.zenithmarque.com/about-us/complaints/>

We constantly review and analyse complaints made by our customers and strive to improve our customer service. We are pleased with the positive feedback we receive from our customers and dedication of our customer service staff.