

## **Soteria Insurance Limited**

### **Complaints Data**

We always try to put customers first, but sometimes things can go wrong.

When this happens, we always want to know about it - so we can put it right as quickly as possible. The feedback we get from our customers is really important because it helps us improve.

Every six months we tell the Financial Conduct Authority (FCA) about the complaints we've had from our customers. It includes how many complaints we've had; how many we've closed and how many we've upheld.

View the latest complaints information below.

### **Complaints data January 2024 – June 2024**

The table below outlines the information submitted to the FCA.

Name: Soteria Insurance Limited (formerly CIS General Insurance Limited)

Group: **Soteria Finance Holdings Limited**

Period covered in this return: **1 January 2024 – 30 June 2024**

Brand /Trading names covered: **Co-op Insurance**

Product Service Grouping	General Insurance and Pure Protection*	Credit Related
Number of complaints opened by volume of business	N/A**per 1,000 policies in force	N/A**Per 1,000 policies in force
Number of complaints opened	92	N/A
Number of complaints closed	90	N/A
Percentage closed within 3 days	24%	N/A
Percentage closed after 3 days but within 8 weeks	71%	N/A
Percentage upheld	69%	N/A
Main cause of complaints opened	Other general admin/customer service	N/A

Explanation of product/service groupings:

\*General insurance and pure protection: this includes home, motor and assistance.

\*\* Soteria Insurance ceased underwriting on the 29<sup>th</sup> March 2021. Soteria Insurance had no live policies remaining after 29<sup>th</sup> March 2022.