

## 1 Annex 1BR Complaints publication report

This table belongs to *DISP* 1.10A.2R.

### Complaints publication report

Firm name: .....

Group: (if applicable): .....

Other firms included in this report (if any): .....

Period covered in this report: [e.g. 1 January – 30 June 2010]

Brands/trading names covered: .....

<b>1</b>	<b>A</b>	<b>B</b>	<b>C</b>	<b>D</b>	<b>E</b>
		<b>Number of complaints opened</b>	<b>Number of complaints closed</b>	<b>Complaints closed within 8 weeks (%)</b>	<b>Closed complaints upheld by firm (%)</b>
<b>2</b>	<b>Banking</b>				
<b>3</b>	<b>Home finance</b>				
<b>4</b>	<b>General insurance and pure protection</b>				
<b>5</b>	<b>Decumulation, life and pensions</b>				
<b>6</b>	<b>Investments</b>				