

## 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: .....

	Number of complaints opened	Number of complaints closed	Complaints closed within 8 weeks (%)	Closed complaints upheld by firm (%)
Banking				
Home finance				
General insurance and pure protection				
Decumulation, life and pensions				
Investments				