

## Complaints Publication Report

Firm name:

Adrian Flux Insurance Services Group

Period covered in this report:

1<sup>st</sup> October 2023 to 31<sup>st</sup> March 2024

Brands/trading names covered:

Adrian Flux Insurance Services Group, Bikesure Insurance Services, BMF Insurance, Chartwell Insurance, Ducati Insurance Services, Indian Motorcycle Insurance, Just Kampers Home Insurance Services, Kawasaki Insurance, MAG Insurance, MCN Insurance, Quadsure Insurance Services, Sterling Van Insurance Services, Suzuki Insurance, Triumph Insurance

<b>Product / Service</b>	<b>Number of complaints open by volume of business.  Provision (at reporting period end date)</b>	<b>Number of complaints opened</b>	<b>Number of complaints closed</b>	<b>Percentage closed within 3 days</b>	<b>Percentage closed after 3 days but within 8 weeks</b>	<b>Percentage upheld</b>	<b>Main cause of complaints opened</b>
<b>Insurance and pure protection</b>	1.44 per 1000 policies sold	1,271	1,272	95.5%	4.5%	22.2%	Dispute over sums / charges
<b>CCR</b>	0.02 per 1000 policies sold	17	17	N/A	N/A	11.8%	N/A