

Complaints Publication Report

Firm name:

Adrian Flux Insurance Services Group

Period covered in this report:

1st September 2021 to 28th February 2022

Brands/trading names covered:

Adrian Flux Insurance Services Group, Bikesure Insurance Services, BMF Insurance, Chartwell Insurance, Ducati Insurance Services, Flux Direct, 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

Product / Service	Number of complaints open by volume of business. Provision (at reporting period end date)	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
Insurance and pure protection	1.35 per 1000 policies sold	1,058	1,043	90%	10%	16.1%	Dispute over sums / charges
CCR	0.006 per 1000 policies sold	5	5	N/A	N/A	Nil	N/A