

Firm name: Carole Nash Insurance Consultants Limited  
 Period covered in this report: 1<sup>st</sup> Jan 2024 to 31<sup>st</sup> July 2024

	<b>Number of complaints opened by volume of business</b>						
<b>Product/Service</b>	<b>Intermediation (within the reporting period)</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>
Insurance and pure protection	13.85% Per 1000 policies sold	4413	4470	68.5%	31.3%	47.1%	Errors/ Not Following Instructions
Credit-related	0.69 per 1000 credit accounts	60	60	N/A	N/A	38.3%	N/A