

Firm name: Carole Nash Insurance Consultants Limited

Period covered in this report: 1st July 2024 to 31st December 2024

Carole Nash	Number of complaints opened by volume of business						
Product/Service	Intermediation (within the reporting period)	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	11.21 Per 1000 policies sold	3087	3103	73.2%	26.6%	37.8%	Disputes over sums / Charges
Credit-related	0.34 per 1000 credit accounts	50	47	N/A	N/A	40.4%	N/A