

Complaints Data

Exeter Friendly Society Ltd

Reporting Period: January to June 2018

Products: Life, income protection and private medical insurance policies

Trading Name: The Exeter.

The Financial Conduct Authority requires firms to publish their complaints data every six months. Our data is provided below, but if any further information would be of help, please let us know.

Product / service grouping	Number of complaints opened by volume of business		Number of complaints opened ¹	Number of complaints closed ²	Percentage closed within 3 days	Percentage closed after 3 days but within 8 weeks	Percentage upheld ³	Main cause of complaints opened
	Provision (at reporting period end date)	Intermediation (within the reporting period)						
Banking & credit cards	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable
Home finance	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable
Insurance & pure protection	9.0 per 1000 policies in force	Not applicable	545	545	85.0%	14.9%	40.7%	Product performance/features
Decumulation & pensions	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable
Investments	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable
Credit related	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable

¹ No of complaints opened: The number of new complaints that we received during the reporting period.

² No of complaints closed: The number of complaints that were closed as we sent our response to a complainant during the reporting period.

³ Percentage upheld (%): Complaints where we have issued a response in the customer's favour, expressed as percentage of complaints opened.