

Complaints Data

Exeter Friendly Society Ltd

Reporting Period: July to December 2023

Products: Life, income protection & private medical insurance policies

Trading Name: The Exeter.

The Financial Conduct Authority require firms that report more than 500 complaints in six months to publish their data. Our data is provided below for the previous reporting period.

If any further information would be of help, please let us know.

Product / service grouping	Number of complaints opened by volume of business							Main cause of complaints opened
	Provision (at reporting period end date)	Intermediation (within the reporting period)	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	
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	6.39 per 1000 policies in force	Not applicable	697	692	85.0%	14.5%	26.3%	Information, Sums & Product Performance
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 closed.