

COMPLAINTS PUBLICATION REPORT

FIRM NAME: **HOOD TRAVEL LIMITED**

Group: (if applicable)	Hood Group
Other firms included in this report (if any):	None
Period covered in this report:	1 January 2024 – 30 June 2024
Brands/trading names covered:	Select & Protect, Sainsbury's Bank, Virgin Money, RAC, Ageas, RIAS, esure

The FCA requires firms who receive more than 500 complaints in a six-month period to publish complaints in a prescribed format below on its website.

	Number of complaints opened by volume of business							
Product / service grouping	Provision (at reporting period end date)	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	0.97 per 1000 policies in force	1.28 per 1000 policies sold	566	478	54%	45%	51%	Other General Admin / Customer Service

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Other firms included in this report (if any):	None
Period covered in this report:	1 July 2024 – 31 December 2024
Brands/trading names covered:	Select & Protect, Sainsbury's Bank, Virgin Money, RAC, Ageas, RIAS, esure

The FCA requires firms who receive more than 500 complaints in a six-month period to publish complaints in a prescribed format below on its website.

	Number of complaints opened by volume of business							
Product / service grouping	Provision (at reporting period end date)	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	1.06 per 1000 policies in force	1.53 per 1000 policies sold	684	745	46%	52%	53%	Other General Admin / Customer Service

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Insurance and pure protection	4.49 per 1000 policies in force	2.24 per 1000 policies sold	742	637	48%	49%	30%	Other General Admin / Customer Service