

Tradex Insurance Company PLC

Complaints Data

We always try to put customers first, but sometimes things can go wrong.

When this happens, we always want to know about it - so we can put it right as quickly as possible. The feedback we get from our customers is important because it helps us improve the products and services we offer.

Every six months we tell the Financial Conduct Authority (FCA) about the complaints we've had from our customers. It includes how many complaints we've had; how many we've closed and how many we've upheld.

View the latest complaints information below.

Complaints data H2 2024

The table below outlines the complaints information relating to our insurance and pure protection products that we have reported to the Financial Conduct Authority (FCA).

Name: Tradex Insurance Company PLC

Period covered in this return: 1 July 2024 – 31 December 2024

	Insurance & Pure Protection
Complaints opened per 1000 policies in force	1.46
Number of complaints opened	2485
Number of complaints closed	2561
Percentage of complaints closed with 3 days	41%
Percentage of complaints closed after 3 days but within 8 weeks	56%
Complaints upheld by the firm (%)	69%
Main cause of complaints opened	Other general admin / customer service