

Brightside Insurance Services Limited

COMPLAINTS DATA FOR THE PERIOD 1 July 2023 TO 31 December 2023

We are required by the FCA to provide details of the number of complaints opened and closed during the period, as below. The following complaints data encompasses all trading names of The Insurance Factory Limited, these are: Commercial Vehicle Direct, Churchill Van Insurance, One Insurance Solution, Prosport, logical Choice, Brightside Car, Bike and Van.

1st July 2023 - 31st December 2023		Number of Complaints opened by Volume of Business						
Product/Service Grouping	Provision (at Reporting Period End Data)	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	3.97	8.36	1030	1038	41.04%	58.86%	44.32%	Other general admin/customer Service

We aim to deal with your complaints as swiftly as possible and will acknowledge all complaints within 5 working days and endeavour to deal with your complaint within 4 weeks. We have a dedicated team of Complaints Handlers who will review and investigate the circumstances of your complaint and unless in exceptional situations, will ensure you receive a final response with 8 weeks. A copy of our full complaint procedure is available upon request. (<https://www.brightsideinsurance.co.uk/complaints>)

We constantly review and analyse complaints made by our customers and strive to improve our customer service. We are pleased with the positive feedback we receive from our customers and dedication of our staff.