

Complaints Publication Report

Firm name: Brightside Insurance Services Limited

Period covered in this report: 1st January 2020 – 31st December 2020

Brands/trading names covered: Commercial Vehicle Direct, Churchill Van Insurance, One Insurance Solution, Prosport, Logical Choice, Brightside Car, Bike and Van and Kitsune Associates.

We endeavour to provide the best possible service to our customers; this includes dealing with complaints fairly and efficiently. Complaints received and managed for Jan-Dec 2020 are detailed below. Reportable complaint figures include formal and informal complaints.

	Number of complaints (per 1,000 policies sold)	Number of complaints opened	Number of complaints closed	Complaints closed within 3 days (%)	Complaints closed after 3 days but within 8 weeks (%)	Closed complaints upheld by firm (%)	Main Cause of Complaints
General Insurance and pure protection	6.2	2263	2301	22%	74%	61%	Disputes over sums/charges

Analysis of complaints 1st Jan- Dec 31st, 2020

- All customer dissatisfaction is recorded and reported to the regulator.
- Complaints MI is reported monthly and benchmarked against customer outcomes to ensure that Brightside continue to treat customers fairly.
- Brightside analyses the 'root causes' of customer complaints and this is reported and analysed at a senior level to ensure that we can learn from poor customer experience and make positive changes to reduce the risk of similar issues being experienced again.