

Complaints publication report

Period covered in this report:
1 January 2020 to 30 June 2020

The following table provides information about the complaints we have received and closed over a six month period. The complaints are grouped in line with the categories used by the Financial Conduct Authority (FCA).

Firm name: Standard Life Assurance Limited							
	Number of complaints opened by volume of business						
Product/service grouping	Provision (at reporting period end date)	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
Banking and credit cards	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Home finance	14.2 per 1,000 balances outstanding	9	15	13%	87%	47%	Disputes over sums/charges
Insurance and pure protection	0.6 per 1,000 policies in force	53	51	33%	67%	22%	Unsuitable advice
Decumulation and pensions	0.5 per 1,000 policies in force	2,192	2,117	51%	46%	52%	Other general admin/customer service
Investments	1.5 per 1,000 client accounts	208	212	30%	63%	51%	Errors/not following instructions
Credit related	N/A	N/A	N/A	N/A	N/A	N/A	N/A