

Complaints publication report

Period covered in this report:
1 July 2020 to 31 December 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	31.9 per 1000 balances outstanding	19	24	8%	92%	46%	Delays/timescales
Insurance and pure protection	0.8 per 1000 policies in force	62	52	48%	52%	25%	Other general admin/customer service
Decumulation and pensions	0.6 per 1000 policies in force	2242	2224	51%	46%	54%	Other general admin/customer service
Investments	1.7 per 1000 client accounts	259	265	37%	61%	55%	Errors/not following instructions
Credit related	N/A	N/A	N/A	N/A	N/A	N/A	N/A

