

Complaints publication report

Period covered in this report: 1 July to 27 October 2023

The following table provides information about the complaints we have received and closed over this period. The complaints are grouped in line with the categories used by the Financial Conduct Authority (FCA). On 28 October 2023, the Standard Life Assurance Ltd legal entity was transferred to Phoenix Life Ltd so any Standard Life complaints received or closed from that date will be reported under Phoenix Life Ltd.

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	13.16 per 1000 balances outstanding	5	4	0%	100%	50%	General admin/customer service
Insurance and pure protection	0.42 per 1000 policies in force	24	29	31%	62%	48%	General admin/customer service
Decumulation and pensions	0.73 per 1000 policies in force	3026	3274	32%	59%	62%	General admin/customer service
Investments	1.88 per 1000 client accounts	207	220	47%	49%	54%	General admin/customer service
Credit related	N/A	N/A	N/A	N/A	N/A	N/A	N/A