

BISL Limited's Customer complaints information July to December 2011

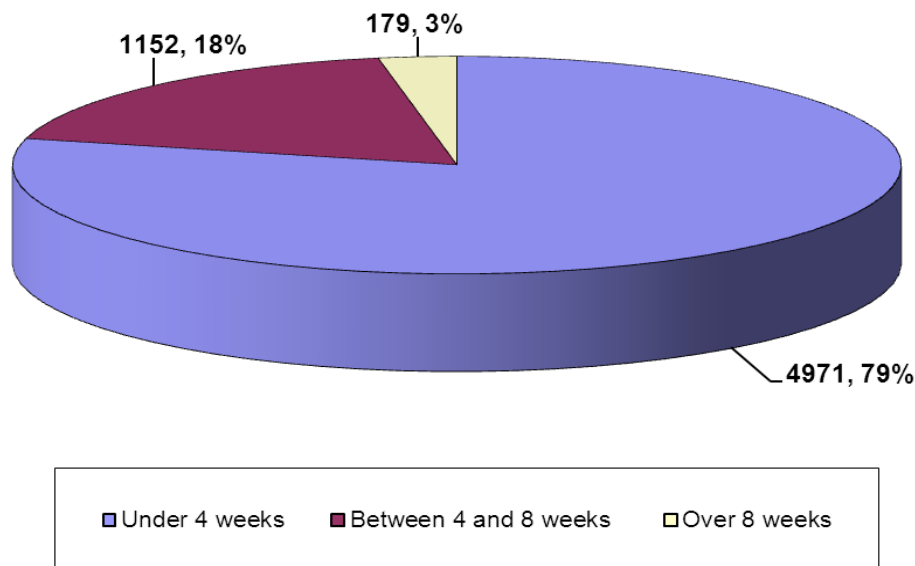
Complaints open

At 1 July 2011	926	At 31 December 2011	796
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Complaints received ⁽¹⁾

Number of complaints opened	Number of complaints closed	Complaints closed within 8 weeks (%)	Closed complaints upheld by firm (%)
General insurance and pure protection	6172	6302	97%
As percentage of total customers ⁽²⁾	0.25%	-	-

During the period, in total, 6302 complaints were closed. 1396 complaints were upheld and 4906 complaints were rejected. The chart below shows how quickly the complaints were dealt with.



(1) Includes BISL Limited own brands and the products we manage on behalf of our partner brands. For more information, click [here](#).

(2) As a percentage of BISL Limited's motor, home and payment protection insurance customers at 31 December 2011, excluding comparethemarket.com customers.

BISL Limited's own regulated brands are: Bennetts, Budget, Dial Direct, ibuyeco and Quotemart.

Below is a table of the brands included in the BISL Limited complaint numbers where BISL Limited arranges and administers policies using brand names belonging to other companies.

Brand	Product		
	Car	Commercial Vehicle	Home
Autotrader	✓		
Barclays	✓		
Bradford & Bingley	✓		✓
ecoinsurance from Co-operative Insurance	✓		
Click Insurance	✓		✓
Halifax	✓		
HBOS			✓
HSBC	✓		
Lloyds TSB	✓		
M&S Money	✓		
More Than Select	✓		✓
Pearl	✓		
Post Office ®	✓	✓	✓
RAC	✓		
Santander	✓		
Yesinsurance.co.uk	✓	✓	✓

Ends.