



Complaints Data 2024

Part of the OVO Family

Firm Name: CORGI HomePlan Ltd

Period covered in this report: 1 July – 31 December 2024

Brands/trading names covered: CORGI HomePlan, OVO HomePlan and OVO Energy Boiler Cover

Product / Service Grouping	Provision (at the reporting end date)	Number of complaints opened	Number of complaints closed	% closed within 3 days	% closed after 3 business days but within 8 weeks	% Upheld	Main cause of complaints opened
Insurance and pure protection	Per 1000 policies in force 6.31	1809	1603	10%	88%	72%	Product performance / features
Credit related	Per 1000 accounts / loans 0	0	0	NA	NA	0	NA