



Complaints Data 2024

Part of the OVO Family

Firm name : CORGI HomePlan LTD

Period covered in this report : 1 Jan 2024 - 30 June 2024

Brands/trading names covered : CORGI HomePlan, OVO HomePlan, OVO Energy

Product / Service Grouping	Provision (at the reporting end date)	Number of complaints opened	Number of complaints closed	% Closed within 3 business 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 7.58	1956	2128	7.6%	90.0%	73.8%	Product performance / features