



Complaints Data 2023

Part of the OVO Family

Firm name : CORGI HomePlan LTD

Period covered in this report : 1 July 2023 - 31 December 2023

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 6.74	1772	1563	22.4%	76.3%	73.1%	Product performance / features
Credit related	Per 1000 accounts/loans 0	0	0	N/A	N/A	0	N/A