Complaints publication report

Firm name: Neilson Financial Services
Group: none
Other firms included in this report: none
Period covered in this report: 1st October 2020 to 31st March 2021
Brands/trading names covered: British Seniors Insurance Agency, Choozi, FRANKLi, Smart Insurance, Neilson, Sorted Insurance and Zestylife Insurance.

	Number of complaints opened by volume of business							
Product / service grouping	**Provision (at reporting period end date)**	**Intermediation (within the reporting period)**	**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								
Home finance								
Insurance and pure protection	3.93	Not Applicable	562	555	79.54%	20.46%	38.43%	General Admin/ Customer Service
Decumulation and pensions								
Investments								
Credit related								
Claims management								