

## Our insurance complaints data for the MetLife Europe D.A.C, UK Branch

The Financial Conduct Authority ask us to report to them the percentage of complaints we close within 3 days and between 4 days and 8 weeks. This is the information you can see here.

This includes complaints about: Life & Critical Illness, Income Protection, Individual & Group Pensions, Annuities, Investments and Equity release.

Table of figures for the period 1st January - 30 June 2023.

Product / Service grouping	Number of complaints opened by volume of business							
	Provision (at reporting end period) per 1000 policies in force	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
<b>Banking and credit cards</b>	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable
<b>Home Finance</b>	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable
<b>Insurance and pure protection</b>	1.23	Not applicable	487	537	18.1%	70.4%	37.8%	Disputes over sums / charges
<b>Decumulation and pensions</b>	3.46	Not applicable	51	53	30.2%	64.2%	43.4%	Other general admin / customer service
<b>Investments</b>	1.68	Not applicable	16	12	25.0%	66.6%	41.7%	Delays / Time Scales/
<b>Credit related</b>	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable

\* This represents the percentage of customers who we recognise had a valid complaint in full or part.

Details of the number of cases referred to the Financial Ombudsman Service can be found at the Financial Ombudsman website.