



Complaints Data

Firm Name : OVO (S) Home Services Ltd

Period covered in this report : 1st January 2021 - 30th June 2021

Brands/trading names covered : SSE Home Services

Product / Service Grouping	Provision (at the reporting and 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 12	2115	2191	44%	55%	72%	Product Performance / Features
Credit related	per 1000 accounts/loans 0	0	0	NA	NA	0	NA