

## Complaints Publication Report

Firm Name  
Period Covered

Home Assistance UK Limited\*  
1 January 2010 – 30 June 2010

	A	B	C	D	E
		Number of complaints opened	Number of complaints closed	Complaints closed within 8 weeks (%)	Closed complaints upheld by firm (%)
	General insurance & pure protection	635	653	647 (99%)	385 (59%)

\*To comply with the requirements of the Financial Services Authority, Home Assistance UK Limited publish this information twice annually.

