

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 July to 31st December 2023.

Product / Service grouping	Number of complaints opened by volume of business		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
	Provision (at reporting end period) per 1000 policies in force	Intermediation (within the reporting period)						
Banking and credit cards	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable
Home Finance	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable
Insurance and pure protection	1.16	Not applicable	473	476	21.4%	65.8%	32.4%	Disputes over sums / charges
Decumulation and pensions	4.19	Not applicable	58	54	25.9%	68.5%	25.9%	Other general admin / customer service
Investments	1.82	Not applicable	18	19	31.6%	68.40%	42.1%	Other general admin / customer service
Credit related	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.