

Complaints publication report

Firm Name:	Sun Life Assurance Company of Canada (U.K.) Limited
Group Name:	Phoenix Group
Period covered in this report:	1 January 2024 to 30 June 2024
Brands / Trading names covered:	Sun Life Assurance Company of Canada (U.K.) Limited, Sun Life Financial of Canada

The following table provides information about the complaints we have received and closed over a six-month period. The complaints are grouped in line with the categories used by the Financial Conduct Authority (FCA).

Product/service grouping	Provision (at reporting period end date)	Number of complaints		Percentage closed		Percentage upheld	Main cause of complaints opened
		opened	closed	within 3 days	after 3 days but within 8 weeks		
Banking and credit cards	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Home finance	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Insurance and pure protection	5.16 complaints per 1,000 policies in force	367	379	13%	85%	55%	Other
Decumulation and pensions	2.12 complaints per 1,000 policies in force	714	750	18%	77%	56%	Delays / timescales
Investments	10.81 complaints per 1,000 client accounts	96	98	19%	81%	52%	Other general admin / customer service
Credit related	N/A	N/A	N/A	N/A	N/A	N/A	N/A
		1,177	1,227	16%	80%	56%	

Commentary: In April 2023 Phoenix Group bought Sun Life Assurance Company of Canada (U.K.) Limited. At the end of November 2024, Sun Life Assurance Company of Canada (U.K.) Limited was renamed Phoenix Life CA Limited.

To find out more about our different brands, see our full range of complaint reports, or to request a copy of a previous complaints publication report, please visit [Phoenix Group](#).