

# Complaints publication report

Firm Name:	Phoenix Life CA Limited
Group Name:	Phoenix Group
Period covered in this report:	1 January 2025 to 30 June 2025
Brands / Trading names covered:	Phoenix Life, Standard Life

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).

	Number of complaints opened by volume of business						
Product/service grouping	Provision (at reporting period end date)	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
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	5.94 complaints per 1,000 policies in force	396	295	17%	80%	62%	Other general admin / customer service
Decumulation and pensions	1.99 complaints per 1,000 policies in force	623	599	17%	81%	57%	Other general admin / customer service
Investments	9.95 complaints per 1,000 client accounts	75	75	19%	79%	64%	Other general admin / customer service
Credit related	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Claims management	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Funeral plans	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Commentary: 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](#).