

Complaints publication report



Firm Name:	Phoenix Life CA Limited
Group Name:	Standard Life plc
Period covered in this report:	1 January 2026 to 30 June 2026
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	5.57 complaints per 1,000 policies in force	292	299	19%	77%	69%	Other general admin / customer service
Decumulation and pensions	2.00 complaints per 1,000 policies in force	585	639	22%	75%	64%	Other general admin / customer service
Investments	9.72 complaints per 1,000 client accounts	61	64	20%	73%	56%	Other general admin / customer service
Credit related	N/A	1	1	0%	100%	0%	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

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 [Standard Life plc](#).