

# Complaints publication report

<b>Firm Name:</b>	<b>Phoenix Life CA Limited</b>
<b>Group Name:</b>	<b>Phoenix Group</b>
<b>Period covered in this report:</b>	<b>1 July 2024 to 31 December 2024</b>
<b>Brands / Trading names covered:</b>	Phoenix 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).

Product/service grouping	Provision (at reporting period end date)	Number of complaints		Percentage closed		Percentage upheld	Main cause of complaints opened
		opened by volume of business	opened	closed	within 3 days		
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	4.67 complaints per 1,000 policies in force	322	319	22%	78%	58%	Other general admin / customer service
Decumulation and pensions	1.87 complaints per 1,000 policies in force	607	616	22%	77%	54%	Other general admin / customer service
Investments	13.88 complaints per 1,000 client accounts	113	110	13%	87%	61%	Other general admin / customer service
Credit related	N/A	1	1	N/A	N/A	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

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](#).