

# Complaints publication report



<b>Firm Name:</b>	<b>Phoenix Life CA Limited</b>
<b>Group Name:</b>	<b>Standard Life plc</b>
<b>Period covered in this report:</b>	<b>1 July 2025 to 31 December 2025</b>
<b>Brands / Trading names covered:</b>	<b>Phoenix Life, Standard Life</b>

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	4.98 complaints per 1,000 policies in force	269	347	11%	59%	54%	Other general admin / customer service
Decumulation and pensions	1.91 complaints per 1,000 policies in force	578	531	20%	68%	62%	Other general admin / customer service
Investments	6.79 complaints per 1,000 client accounts	45	44	30%	55%	66%	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

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](#).