

Complaints publication report

Firm Name:	Phoenix Life Limited
Group Name:	Phoenix Group
Period covered in this report:	1 January 2024 to 30 June 2024
Brands / Trading names covered:	Phoenix Life, Phoenix Wealth, Standard Life, SunLife

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	11.59 per 1,000 balances outstanding	7	9	11%	56%	44%	Delays / Timescales
Insurance and pure protection	1.43 per 1,000 policies in force	2,682	2,455	33%	57%	75%	Other general admin / customer service
Decumulation and pensions	1.70 per 1,000 policies in force	10,333	9,632	38%	53%	68%	Delays / Timescales
Investments	3.63 per 1,000 client accounts	952	900	29%	60%	76%	Other general admin / customer service
Credit related	N/A	N/A	N/A	N/A	N/A	N/A	N/A
		13,974	12,996	36%	54%	70%	

Commentary: On 27 October 2023, all policies of Phoenix Life Assurance Limited (PLAL) and Standard Life (Standard Life Assurance Limited & Standard Life Pension Funds Limited) transferred to Phoenix Life Limited following approval from the High Court. Since the date of transfer, all PLAL and Standard Life complaints are included in the Phoenix Life Limited complaint publication report. You may therefore notice an increase in complaint volumes compared to previous complaint publication reports.

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](#).