

# Complaints publication report

Firm Name:	Phoenix Life Limited
Group Name:	Phoenix Group
Period covered in this report:	1 January 2025 to 30 June 2025
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).

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	39.22 per 1,000 balances outstanding	6	3	33%	67%	0%	Other general admin / customer service
Insurance and pure protection	1.79 per 1,000 policies in force	3,321	3,280	33%	55%	75%	Delays / Timescales
Decumulation and pensions	2.00 per 1,000 policies in force	11,963	11,861	39%	51%	75%	Delays / Timescales
Investments	4.11 per 1,000 client accounts	885	912	29%	52%	80%	Delays / Timescales
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 [Phoenix Group](#).