

Complaints publication report

Firm Name:	Phoenix Life Limited
Group Name:	Phoenix Group
Period covered in this report:	1 July 2024 to 31 December 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	closed within 3 days		
Banking and credit cards	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Home finance	30.93 per 1,000 balances outstanding	6	6	17%	67%	17%	Delays / Timescales
Insurance and pure protection	1.63 per 1,000 policies in force	3,043	2,862	33%	55%	71%	Other general admin / customer service
Decumulation and pensions	1.69 per 1,000 policies in force	10,178	10,365	34%	51%	71%	Delays / Timescales
Investments	3.23 per 1,000 client accounts	803	729	30%	52%	75%	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 [Phoenix Group](#).