

Complaints Data Summary

Financial Conduct Authority half year reporting 1 July 2025 – 31 December 2025

All complaints relate to Insurance & Pure Protection products (Pet & Home)

Firm name: Casualty & General Insurance Company (Europe) Ltd (“CGICE”)

Other firms covered in this report: None

Period covered: 1 July 2025 – 31 December 2025

Trading names covered: Casualty & General Insurance Company (Europe) Limited trading as “CGICE”

	Per 1000 Policies in Force	Per 1000 Policies Sold in Reporting Period	Number of Complaints Opened	Number of Complaints Closed	Percentage Closed within 3 Days	Percentage Closed After 3 days But Within 8 Weeks	Percentage Upheld in Customers Favour	Main Cause of Complaints Opened
General Insurance and Pure Protection	5.04	33.26	1,114	1,023	13.00%	86.43%	23.48%	Claim-related complaints / Information, sums/charges or product performance – Disputes over sums/charges & Product Disclosure Information