

## COMPLAINTS DATA

Firm name: **Hero Insurance Ltd**

Group: (if applicable): N/A

Other firms included in this report (if any): N/A

Period covered in this report: **1 January 2011 to 30 June 2011**

Brands/trading names covered:

	Number of complaints opened	Number of complaints closed	Complaints closed within 8 weeks (%)	Closed complaints upheld by firm (%)
Banking				
Home Finance				
General insurance & pure protection	515	511	83.36%	70%
Decumulation, life and pensions				
Investments				

### To put the above figures into context:

The number of complaints received during the period 1 January to 30 June 2011 is equivalent in volume to 0.62% of the total number of in force policies as at 30 June 2011.

Branding/trading names covered:

A Quote and 1<sup>st</sup> Quote.