



Post Office Management Services Limited Complaints

Data 1 April 2016 - 30 September 2016

We are required by the FCA to provide details of the number of complaints opened and closed during the period, as below.

	Number of complaints opened	Number of complaints closed	Complaints closed within 8 weeks (%)	Closed complaints upheld by firm (%)
Banking	N/A	N/A	N/A	N/A
Home Finance	N/A	N/A	N/A	N/A
General insurance and pure protection	603	604	99.5%	44.9%
Decumulation, life and pensions	N/A	N/A	N/A	N/A
Investments	N/A	N/A	N/A	N/A