

## **Soteria Insurance Limited**

### **Complaints Data**

We always try to put customers first, but sometimes things can go wrong.

When this happens, we always want to know about it - so we can put it right as quickly as possible. The feedback we get from our customers is really important because it helps us improve.

Every six months we tell the Financial Conduct Authority (FCA) about the complaints we've had from our customers. It includes how many complaints we've had; how many we've closed and how many we've upheld.

View the latest complaints information below.

### **Complaints data January 2025 – June 2025**

The table below outlines the information submitted to the FCA.

Name: Soteria Insurance Limited (formerly CIS General Insurance Limited)

Group: **Saturn Holdings Limited**

Period covered in this return: **1 January 2025 – 31 July 2025**

Brand /Trading names covered: **Co-op Insurance**

Product Service Grouping	General Insurance and Pure Protection*	Credit Related
Number of complaints opened by volume of business	N/A**per 1,000 policies in force	N/A**Per 1,000 policies in force
Number of complaints opened	50	N/A
Number of complaints closed	54	N/A
Percentage closed within 3 days	17%	N/A
Percentage closed after 3 days but within 8 weeks	76%	N/A
Percentage upheld	74%	N/A
Main cause of complaints opened	Other general admin/customer service	N/A

Explanation of product/service groupings:

\*General insurance and pure protection: this includes home, motor and assistance.

\*\* Soteria Insurance ceased underwriting on the 29<sup>th</sup> March 2021. Soteria Insurance had no live policies remaining after 29<sup>th</sup> March 2022.