

DIGITAL PARTNERS

A Munich Re company

Digital Partners Complaints data

We have provided a summary of complaints data for the second half of 2023 for Munich Re Digital Partners partnership with John Lewis Home Insurance.

The Financial Conduct Authority requests we report the percentage of complaints we close within 3 days and between 4 days and 8 weeks. You can see how this partnership has performed in line with those reporting requirements below.

Firm name: Munich Re Digital Partners

Period covered in this report: 1 July – 31 December 2023

Brands/trading names covered: John Lewis Home Insurance

Product / service grouping	Number of complaints opened by volume of business		Number of complaints opened	Number of complaints closed	Percentage closed within 3 days	Percentage closed after 3 days but within 8 weeks	Percentage upheld	Main cause of complaints opened
	Provision (at reporting period end date) per 1,000 policies	Intermediation (within the reporting period)						
Insurance and pure protection	18.01	N/A	2142	2124	41%	56%	40%	Other General Admin / Customer Service

Further information and details of number of cases reported to Financial Ombudsman Service, can be [accessed here](#).