

Digital Partners UK

Digital Partners UK provides insurtechs and digital distributors with insurance products backed by Munich Re. Our support includes insurance capacity, product expertise, data, analytics, technology, execution, and operational expertise.

Complaints data

We have provided a summary of complaints data for the first half of 2024 for Digital Partners UK 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 January – 30 June 2024

Brands/trading names covered: John Lewis Home Insurance

| | Number of complaints opened by volume of business | | | | | | | |
|-------------------------------|---|--|-----------------------------|-----------------------------|---------------------------------|---|-------------------|--|
| Product / service grouping | Provision (at reporting period end date) per 1,000 policies | Intermediation (within the 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 | Main cause of complaints opened |
| Insurance and pure protection | 9.90 | N/A | 1231 | 1159 | 39.5 | 53.6 | 42.2 | Other General Admin / Customer Service |

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