



See how we're dealing with customer complaints

It's important to us that we get your issues sorted out quickly.

That means:

- Making it easy for you to get an answer (you can contact us by phone or email)
- Contacting you when we say we will and keeping you informed
- Working to connect you back to your mobile world in the shortest possible time

Like you, we rely on our mobile devices. We will continue to focus on the things that make an important difference to you – and put right any mistakes that occur.

The summary below lets you see how we've done in the second half of 2021.

Complaints Publication Report: Asurion Europe Limited

Period covered in this report: 1 July 2021 – 31 December 2021

Brands/trading names covered:

- Tesco Phone Insurance
- Three Rescue
- Virgin Media Mobile Insurance

General Insurance: Mobile Phone Insurance	
Number of complaints opened by volume of business	3.61 per 1000 policies in force
Number of complaints opened	2750
Number of complaints closed	2601
Percentage closed within 3 days	21%
Percentage closed after 3 days but within 8 weeks	79%
Percentage upheld	33%
Main cause of complaints opened	Information, sums/ charges or product performance issues

*No pure protection products were sold