

Complaints Data

Complaints publication report

Firm name: Alphabet (GB) Limited

Other firms included in this report (if any): None

Period covered in this report: 1 January 2025 – 30 June 2025.

Brands/trading names covered: Alphabet (GB) Limited

		Number of complaints opened by volume of business							
Product/service grouping	Provision (at reporting period end date)	Intermediation (total number of policies previously sold)	Number of complaints opened	Number of complaints closed	Percentage of complaints closed within 3 days	Percentage of complaints closed after 3 days but within 8	Percentage of complaints upheld	Main cause of complaints opened	
Insurance and pure protection	N/A	0 complaints per 1,000 policies sold	0	0	0%	0%	N/A	N/A	
Credit related	36.87 complaints per 1000 credit related agreements	N/A	966	490	N/A	N/A	53.27%	N/A	

To help you put these figures into context:

The number of insurance related complaints opened during the reporting period is equivalent in volume to 0 complaints per 1,000 Insurance and pure protection policies previously sold.

The number of credit related complaints opened during the reporting period is equivalent in volume to 36.87 complaints per 1,000 credit-related regulated agreements in place on 30 June 2025.

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