

Complaints Data 2026

Firm Name: CORGI HomePlan Ltd
Period covered in this report: 1st January – 30th June 2026
Brands/trading names covered: CORGI HomePlan, OVO Home Services Cover

Product / Service Grouping	Provision (at the reporting end date)	Number of complaints opened	Number of complaints closed	% closed within 3 days	% closed after 3 business days but within 8 weeks	% Upheld	Main cause of complaints opened
Insurance and pure protection	Per 1000 policies in force 7.73	1776	2024	4.2%	94.2%	77%	Product performance / features