TOKIO MARINE HCC

FCA Complaints Publication Report

Firm name: HCC International Insurance Company plc ('HCCI')

Group (if applicable): Not applicable

Other firms included in this report (if any): Not applicable

Period covered in this report: 01 July 2016 – 31 December 2016

Brands / trading names covered: HCCI trading as Tokio Marine HCC

	Number of complaints opened by volume of business							
Product / service grouping	**Provision (at reporting period end date)**	**Intermediation (within the reporting period)**	**Number of complaints opened**	**Number of complaints close**	**Percentage closed within 3 days**	**Percentage closed after 3 days but within 8 weeks**	**Percentage upheld**	**Main cause of complaints opened**
Banking and credit cards								
Home finance								
Insurance and pure protection	1.96	N/a	544	527	1.9%	78.9%	19.1%	Claims – Advising, selling and arranging - unclear guidance / arrangement
Decumulation and pensions								
Investments								
Credit related								