ALPHABET

# Complaints Data

## Complaints publication report

**Firm name:** Alphabet (GB) Limited
**Other firms included in this report (if any):** None
**Period covered in this report:** 01 January 2026 – 30 June 2026.
**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** | 45.21 complaints per 1000 credit related agreements | N/A | 1265 | 2419 | N/A | N/A | 15.13% | 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 45.21 complaints per 1,000 credit-related regulated agreements in place on 30 June 2026.

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