



Complaints Publication Report

Firm name: Abacai Technologies Limited

Group: Abacai Group

Period covered in this report: 1st January 2024 – 30th June 2024

Brand/trading names covered: boom

Type of complaint	Total insurance & pure protection
Complaints per 1,000 policies sold	35.07
Complaints per 1,000 policies in force	28.2
Number of complaints opened	1129
Number of complaints closed	1287
Percentage of complaints closed within three days	18.4%
Percentage of complaints closed after three days but within eight weeks	81.6%
Percentage of complaints upheld	61%
Main cause of complaints opened	General admin / Customer Service

boom is a trading name of Abacai Technologies Limited who are the intermediary not your insurer and you can find us on the Financial Services Register (www.fca.org.uk/register, number: 953258). Abacai Technologies Limited is an Appointed Representative of Complete Cover Group Limited and you can find them on the Financial Services Register (www.fca.org.uk/register, number: 309611). You can also find us through Companies House as registered in England & Wales, our number: 13147398 and our registered office is: Mara House, Nantwich Road, Tarporley, England, CW6 9UY.