



Complaints Publication Report

Firm name: Abacai Technologies Limited

Group: Abacai Group

Period covered in this report: 1st January 2025 – 30th June 2026

Brand/Trading names covered: boom

Type of complaint	Total insurance & pure protection		
	01/01/25 - 30/06/25	01/07/25 - 31/12/25	01/01/2026 – 30/06/2026
Complaints per 1,000 policies sold	22.8	46.1	42.2
Complaints per 1,000 policies in force	22.5	18.4	22
Number of complaints opened	870	553	681
Number of complaints closed	844	587	673
Percentage of complaints closed within three days	49%	49%	48%
Percentage of complaints closed after three days but within eight weeks	51%	51%	52%
Percentage of complaints upheld	40%	42%	55%
Main cause of complaints opened	General admin and poor customer service	General admin and poor customer service	General admin and poor 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.