



Complaints Publication Report

Firm name: Abacai Technologies Limited

Group: Abacai Group

Period covered in this report: 1st July 2023 – 31st December 2023

Brand/trading names covered: boom

Type of complaint	Total insurance & pure protection
Complaints per 1,000 policies sold	22.38
Complaints per 1,000 policies in force	7.6
Number of complaints opened	518
Number of complaints closed	519
Percentage of complaints closed within three days	14.46%
Percentage of complaints closed after three days but within eight weeks	85.36%
Percentage of complaints upheld	53.47%
Main cause of complaints opened	General admin / Customer Service Errors/not following instructions

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: Axiom House, The Centre, 4th Floor, Feltham, Middlesex, TW13 4AU.