



Publication of Complaints Data

Firm name: Policy Administration Services Limited
 Group: (if applicable): Not Applicable
 Other firms included in this report (if any): None
 Period covered in this report: 1 July - 31 December 2011
 Brands/trading names covered: Premierplan
 Phones 4u

	Number of complaints opened	Number of complaints closed	Complaints closed within 8 weeks (%)	Closed complaints upheld by firm (%)
General insurance and pure protection	876	714	97%	49%