

Complaints Data 2025

Firm Name: OVO Home Services Ltd
Period covered in this report: 1st July – 31st December 2025
Brands/trading names covered: CORGI HomePlan and OVO

Product / Service Grouping	Provision (at the reporting end date)	Number of complaints opened	Number of complaints closed	% closed within 3 days	% closed after 3 business days but within 8 weeks	% Upheld	Main cause of complaints opened
Insurance and pure protection	Per 1000 policies in force 8.30	1953	1573	6.7%	91.5%	75.6%	Product performance / features