

Firm name: Atlanta 1 Insurance Services Ltd
 Period covered in this report: 1st Jan 2022 to 30th June 2022
 Atlanta 1 Insurance services.

	Number of complaints opened by volume of business						
Product/Service	Intermediation (within the reporting period)	Number of complaints opened	Number of complaints closed	Percentage closed within 3 days	Percentage closed after 3 days but within 8 weeks	Percentage upheld	Main cause of complaints opened
Insurance and pure protection	13.40 per 1000 policies sold	3839	3941	50.90%	47.09%	35.90%	Disputes over Sums and Charges
Credit-related	1.45 per 1000 credit accounts	149	151	N/A	N/A	37.75%	N/A