

Firm name: Atlanta Insurance Intermediaries Ltd  
 Period covered in this report: 1<sup>st</sup> Jul 2023 to 31<sup>st</sup> Dec 2023

	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	10.18 Per 1000 policies sold	12137	12430	62.1%	37.2%	46.5%	Errors /Not Following Instructions
Credit-related	0.77 per 1000 credit accounts	253	264	N/A	N/A	43.6%	N/A