



## Complaints Data History

We know how important it is that customer issues are resolved as quickly as possible. All financial institutions now publish complaint details, to allow you to compare the performance of different companies when dealing with complaints.

**Firm name:** ReAssure Limited

**Other firms included in this report (if any):** None

**Period covered in this report:** 1 January 2019 – 30 June 2019

**Brands/trading names covered:** ReAssure Limited

Product /service grouping	Provision (at reporting period end date) *	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
Banking and credit cards	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Home finance	2.84 per 1,000 policies	N/A	5	5	20%	80%	20%	Unsuitable advice
Insurance and pure protection	3.19 per 1,000 policies	N/A	985	938	21%	76%	29%	Unsuitable advice
Decumulation and pensions	0.84 per 1,000 policies	N/A	1485	1426	32%	66%	62%	General admin/customer service
Investments	11.89 per 1,000 policies	N/A	472	461	19%	78%	37%	Unsuitable advice
Credit related	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

\* Number of complaints opened by volume of business

\*\* May include complaints opened in previous periods

ReAssure Ltd, Registered Office: Windsor House, Telford Centre, Telford, Shropshire, TF3 4NB  
Registered in England No. 754167

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