



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 July 2018 – 31 December 2018

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	7	0%	86%	0%	Unsuitable advice
Insurance and pure protection	2.71 per 1,000 policies	N/A	882	898	18%	79%	34%	Unsuitable advice
Decumulation and pensions	0.69 per 1,000 policies	N/A	1246	1250	28%	69%	62%	General admin/customer service
Investments	10.49 per 1,000 policies	N/A	460	476	18%	79%	47%	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

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