



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 2020 – 31 December 2020

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	0.71 per 1,000 policies	N/A	1	1	0%	100%	0%	General admin/customer service
Insurance and pure protection	2.87 per 1,000 policies	N/A	913	762	22%	77%	41%	General admin/customer service
Decumulation and pensions	1.58 per 1,000 policies	N/A	3388	2547	21%	77%	63%	General admin/customer service
Investments	6.71 per 1,000 policies	N/A	1694	1165	20%	79%	66%	General admin/customer service
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

ReAssure Ltd is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Firm reference number 110495. Member of the Association of British Insurers.



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 Life Ltd

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

Period covered in this report: 1 July 2020 – 31 December 2020

Brands/trading names covered: ReAssure Life Ltd

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	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Insurance and pure protection	3.29 per 1,000 policies	N/A	194	200	23%	77%	24%	Information, sums/charges or product performance
Decumulation and pensions	1.89 per 1,000 policies	N/A	133	152	14%	84%	38%	General admin/customer service
Investments	2.05 per 1,000 policies	N/A	74	77	27%	71%	43%	General admin/customer service
Credit related	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

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