



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 2019 – 31 December 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	0.64 per 1,000 policies	N/A	1	1	100%	N/A	100%	General admin/customer service
Insurance and pure protection	3.58 per 1,000 policies	N/A	1056	1097	14%	80%	29%	Advising, selling & arranging
Decumulation and pensions	0.92 per 1,000 policies	N/A	1583	1631	27%	69%	57%	General admin/customer service
Investments	12.69 per 1,000 policies	N/A	458	488	13%	82%	38%	Advising, selling & arranging
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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