



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 2023 to 31 December 2023

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	2.70 per 1,000 policies	N/A	1	1	0%	100%	100%	General admin/customer service
Insurance and pure protection	2.86 per 1,000 policies	N/A	700	754	25%	72%	59%	General admin/customer service
Decumulation and pensions	1.78 per 1,000 policies	N/A	3294	3605	28%	67%	78%	General admin/customer service
Investments	4.58 per 1,000 policies	N/A	818	833	45%	53%	80%	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 2023 to 31 December 2023

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	8.49 per 1,000 policies	N/A	415	395	40%	58%	85%	General admin/customer service
Decumulation and pensions	4.09 per 1,000 policies	N/A	224	223	17%	77%	90%	General admin/customer service
Investments	8.39 per 1,000 policies	N/A	256	263	48%	48%	89%	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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