

Firm name: Atlanta Insurance Intermediaries Ltd  
 Period covered in this report: 1<sup>st</sup> Jan 2023 to 30<sup>th</sup> June 2023

Swinton Insurance	Number of complaints opened by volume of business						
Product/Service	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
Insurance and pure protection	10.51 Per 1000 policies sold	12662	12670	60.4%	38.7%	40.9%	Errors /Not Following Instructions
Credit-related	0.83 per 1000 credit accounts	283	290	N/A	N/A	45.5%	N/A