

Accelerant Insurance Europe SA/NV UK Branch

Complaints Publication Report for the Period 1st July 2023 to 31 December 2023

The complaint details shown below are in relation to Property, Motor and Transport, Warranty, Packaged Multi Products and other general insurance products provided to individuals and businesses.

Product / Service Grouping	Number of Complaints opened by Volume of Business		Number of Complaints Opened	Number of Complaints Closed	Percentage Closed within three (3) days	Percentage closed after three (3) days but within eight (8) Weeks	Percentage Upheld	Main Cause of Complaints Opened
	Provision (at reporting end date per 1000 policies in force)	Intermediation (within the reporting period per 100 policies sold)						
Insurance and Pure Protection	0.71	3.88	528	307	15.6%	77.5%	65%	Other General Admin / Customer Service

Details of the number of cases referred to the Financial Ombudsman Service are available on their website at: www.financial-ombudsman.org.uk.