

Firm name: Atlanta Insurance Intermediaries Ltd
 Period covered in this report: 1st Jan 2024 to 31st Jul 2024

	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	10.56 Per 1000 policies sold	12140	12298	65.5%	33.5%	46.4%	Errors /Not Following Instructions
Credit-related	0.72 per 1000 credit accounts	226	222	N/A	N/A	45.9%	N/A