

Firm name: Atlanta Insurance Intermediaries Ltd
 Period covered in this report: 1st July 2022 to 31st December 2022

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	8.25 Per 1000 policies sold	7514	7290	65.2%	34.5%%	39.8%%	Errors /Not Following Instructions
Credit-related	0.81 per 1000 credit accounts	191	184	N/A	N/A	40.8%	N/A