

Firm name: Atlanta Insurance Intermediaries Ltd
 Period covered in this report: 1st Jan 2022 to 30th June 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	7.58 Per 1000 policies sold	6531	7045	45.24%	52.40%	42.34%%	Errors /Not Following Instructions
Credit-related	0.99 per 1000 credit accounts	264	267	N/A	N/A	45.31%	N/A