

Firm name: Atlanta Insurance Intermediaries Limited  
 Period covered in this report: 1<sup>st</sup> July 2024 to 31<sup>st</sup> December 2024

<b>Atlanta Insurance Intermediaries Limited</b>	<b>Number of complaints opened by volume of business</b>						
<b>Product/Service</b>	<b>Intermediation (within the reporting period)</b>	<b>Number of complaints opened</b>	<b>Number of complaints closed</b>	<b>Percentage closed within 3 days</b>	<b>Percentage closed after 3 days but within 8 weeks</b>	<b>Percentage upheld</b>	<b>Main cause of complaints opened</b>
Insurance and pure protection	9.09 Per 1000 policies sold	9798	9764	67.3%	32.2%	42.7%	Errors / not following instructions
Credit-related	0.54 per 1000 credit accounts	153	153	N/A	N/A	41.8%	N/A