



Complaints publication report (1 Annex 1BR)

Period covered in this report: 01 January 2026 to 30 June 2026

Number of General Insurance and Pure Protection Complaints Opened by Volume of Business					
Fortegra Insurance UK Ltd					
Provision (At reporting period end date)	Intermediation (Within the reporting period)	Number of Complaints Opened	Number of Complaints Closed	Closed Complaints within 8 weeks (%)	Closed Complaints Upheld by firm (%)
0.60 per 1000 policies in force	0.79 per 1000 policies sold	318	305	100%	52%

This information is presented for complaints made by eligible complainants (person/s eligible to have a complaint considered under the Financial Ombudsman Service) as defined under DISP 2.7 of the UK's Financial Conduct Authority Handbook. It relates only to UK business.

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