



Complaints publication report (1 Annex 1BR) - UK Business

Period covered in this report: 01 January 2022 to 30 June 2022

	Number of complaints opened by volume of business					
	Provision (at reporting period end date)	Intermediation (within the reporting period)	Number of complaints opened	Number of complaints closed	Complaints closed within 8 weeks (%)	Closed complaints upheld by firm (%)
General insurance and pure protection	1.03 per 1000 policies in force	2.04 per 1000 policies sold	2,376	1,673	86%	48%

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.

Fortegra Europe Insurance Company Ltd has its registered office and principal place of business at Office 13, SOHO Office The Strand, Fawwara Building, Triq I-Imrida, Gzira, GZR 1401, Malta (Malta Company registration number C 84703), is authorised under the Insurance Business Act 1998 of the laws of Malta to carry out general business of insurance, and is regulated by the Malta Financial Services Authority of Triq I-Imrida, Zone 1, Central Business District, Birkirkara, CBD 1010, Malta.

Together with its UK Branch, Fortegra Europe Insurance Company Ltd is authorised by the Prudential Regulation Authority, is subject to regulation by the Financial Conduct Authority, and limited regulation by the Prudential Regulation Authority.

Fortegra Europe Insurance Company Ltd has a registered branch in the UK with its registered address at Fifth Floor, 20 Fenchurch Street, London, United Kingdom, EC3M 3BY (UK Branch registration number BR021916).