Complaints Publication Report (July – December 2019)

AmTrust Europe
An AmTrust Financial Company

The table below shows the number of complaints received; closed; and closed within an 8-week period between 1st July 2019 – 31st December 2019.

Firm Name:	AmTrust Europe Limited
Group:	AmTrust Financial Services Inc.
Other firms included in this report (if any):	AmTrust Europe Legal Limited
Period covered in this report:	1st July 2019 – 31st December 2019
Brands / trading names covered:	AmTrust International, AmTrust Law

	Number of complaints opened by volume of business							
Product / service grouping	**Provision (at reporting period end date)**	**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**
Banking and credit cards	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Home finance	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Insurance and pure protection	0.32 *(per 1,000 policies in force)*	N/A	1,909	2,142	17.2%	73.6%	42.0%	Product performance / features
Decumulation and pensions	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Investments	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Credit related	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Claims management	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A