



Period of Report - 1 July 2018 to 31 December 2018

Firm name: AmTrust Europe Limited
 Group: AmTrust Group
 Other firms: AmTrust Europe Legal Limited
 Brands/trading names: AmTrust International, AmTrust Law

	Number of complaints opened by volume of business						
	Provision (at reporting period end date)	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	0.48 per 1000 policies in force	1943	1829	32%	67%	43%	Product performance/features