



ASSURANT®

## Complaints Publication Report

### London General Insurance Company Limited

London General Insurance Company Limited is part of Assurant, a global provider of protection products, providing extended warranty, vehicle warranty, wireless protection and creditor insurance products in the UK.

At Assurant, we set ourselves very high standards. We take feedback from our customers very seriously. We therefore welcome any feedback, positive or negative that customers provide us with.

We are committed to being transparent about the complaints we receive. The table below shows the UK complaint data for London General Insurance Company Limited, London General Life Company Limited and TWG Services Limited for the period 1<sup>st</sup> July to 31<sup>st</sup> December 2019.

|                               | Number of complaints opened by volume of provision (at reporting end date) | Number of complaints opened | Number of complaints closed | Percentage closed within 3 days | Percentage closed after 3 days but within 8 weeks | Closed complaints upheld by firm (%) | Main cause of complaints opened        |
|-------------------------------|--|-----------------------------|-----------------------------|---------------------------------|---|--------------------------------------|--|
| Insurance and Pure protection | 0.30 per 1000 policies in force  | 744                         | 732                         | 27.6                            | 70.2  | 45.3                                 | Other general admin / customer service |