

Period of Report - 1 July 2024 to 31 December 2024

Firm Name: AmTrust Specialty Limited
Group: Amtrust Group
Brands/Trading Names: AmTrust International, AmTrust Specialty

	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	0.38 per 1000 policies in force	2314	2140	17%	77%	49%	Product performance / features