



Period of Report - 1 July 2020 to 31 December 2020

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	0.008215788 per 1000 policies in force	2124	1709	15%	84%	35%	Product performance/features