

Period of Report - 1 January 2021 to 30 June 2021

Firm Name: AmTrust Europe Limited

Group: Amtrust Group

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	0.50 per 1000 policies in force	1696	1878	7%	82%	44%	Product performance / features

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