

Period of Report - 1 January 2025 to 30 June 2025

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 | 2170 | 2229 | 12% | 77% | 55% | Delays / timescales |