

Period of Report - 1 July 2023 to 31 December 2023

Firm Name: AmTrust Europe 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	0.24 per 1000 policies in force	1892	2178	16%	52%	46%	Product performance / features