

Firm name: Atlanta Insurance Intermediaries Limited
 Period covered in this report: 1st July 2025 to 31st December 2025

Atlanta Insurance Intermediaries Limited	Number of complaints opened by volume of business						
Product/Service	Intermediation (within the reporting period)	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	7.62 Per 1000 policies sold	8517	8470	76.3%	23.5%	43.6%	Disputes over sums / Charges
Credit-related	0.73 per 1000 credit accounts	218	214	N/A	N/A	44.4%	N/A