

Complaint Publication Report

Firm name	Other firms in this report	Period covered in this report	Brands/Trading names covered
American International Group UK Limited		1 st July 2023 (reporting period start) to 31 st December 2023 (reporting period end)	As a general insurer American International Group UK Limited provides insurance products for consumers of a number of retail & high street brands. A full list of these brands can be found by clicking here . American International Group UK Limited may be one of several insurers providing cover under this brand so please ensure you check your policy documentation carefully for further details of your insurer.

Number of complaints opened by volume of business

Product/ service grouping	*Provision (at reporting 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 causes of complaints opened
Insurance and pure protection	2.11 (per 1000 policies in force)	8866	8353	42%	57%	56%	Product Performance/Features

To put the above into context, we received 2.11% insurance and pure protection complaints for every 1,000 policies in force.

*Provision relates to the number of complaints opened within the reporting period to the total volume of our relevant business at the end date of the reporting period. Total volume includes policies sold and active policies at the end of the reporting period.

