



Complaint Publication Report

Firm Name: AIG Europe Limited (UK)

Other Firms included in this report: AIG Travel Europe Ltd (UK)

Period covered in this report: 1st December 2017 (reporting period start) to 31st May 2018 (reporting period end).

Brands / trading names covered: As a general insurer AIG Europe 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](#). AIG Europe 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	0.26 (per 1000 policies in force)	540	465	30%	69%	44%	Delays/Timescales

To put the above into context, we received 0.26% 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. This total volume includes policies sold and active policies at the end the reporting period.



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