



**Complaints publication report (1 Annex 1BR) - UK Business**

**Period covered in this report: 01 July 2024 to 31 December 2024**

	Number of Complaints opened by volume of business					
General Insurance and Pure Protection	Provision (at reporting period end date)	Intermediation (within the reporting period)	Number of complaints opened	Number of complaints closed	Complaints closed within 8 weeks (%)	Closed complaints upheld by firm (%)
	0.91 per 1000 policies sold	5.78 per 1000 policies sold	3,858	3,417	98%	54%

This information is presented for complaints made by eligible complainants (person/s eligible to have a complaint considered under the Financial Ombudsman Service) as defined under DISP 2.7 of the UK's Financial Conduct Authority Handbook. It relates only to UK business.

Fortegra Europe Insurance Company SE has its registered office and principal place of business at Office 13, SOHO Office The Strand, Fawwara Building, Triq I-Imsida, Gzira, GZR 1401, Malta (Malta Company registration number SE17), is authorised under the Insurance Business Act 1998 of the laws of Malta to carry out general business of insurance, and is regulated by the Malta Financial Services Authority of Triq I-Imdina, Zone 1, Central Business District, Birkirkara, CBD 1010, Malta.

Together with its UK Branch, Fortegra Europe Insurance Company SE is authorised by the Prudential Regulation Authority, is subject to regulation by the Financial Conduct Authority, and limited regulation by the Prudential Regulation Authority.

Fortegra Europe Insurance Company SE has a registered branch in the UK with its registered address at Fifth Floor, 20 Fenchurch Street, London, United Kingdom, EC3M 3BY (UK Branch registration number BR021916).