Complaints Publication Report

ASSURANT®

Assurant General Insurance Limited

Assurant General Insurance Limited is part of Assurant, a global provider of protection products, providing extended warranty, vehicle warranty, wireless protection and creditor insurance products in the UK.

At Assurant, we set ourselves very high standards. We take feedback from our customers very seriously. We therefore welcome any feedback, positive or negative that customers provide us with.

We are committed to being transparent about the complaints we receive. The table below shows our UK complaint data for the period 1st July to 31st December2025.

	Number of complaints opened by volume of provision (at reporting end date)	Number of complaints opened	Number of complaints closed	Closed within 3 days (%)	Closed > 3 days but within 8 weeks (%)	Closed complaints upheld by firm (%)	Main cause of complaints opened
Insurance and Pure protection	1.18 per 1000 policies in force	6,731	6,825	65	34	46	Product Performance /features