Complaints Publication Report

ASSURANT®

London General Insurance Company Limited

London General Insurance Company Limited is part of Assurant, a global provider of protection products, providing extended warranty, vehicle warranty and wireless protection 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 the UK complaint data for London General Insurance Company Limited and TWG Services Limited for the period 1st July to 31st December 2025.

	Number of complaints opened by volume of 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 cause of complaints opened
Insurance and Pure protection	0.03 per 1000 policies in force	176	180	54	44	34	Product performance/ features