

Firm name: Swinton Group Ltd
 Period covered in this report: 1 July 2020 to 31st December 2020
 Atlanta 1 Insurance services.

	Number of complaints opened by volume of business						
Product/Service	Intermediation (within the reporting period)	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	6.89 Per 1000 policies sold	6099	6096	65.47%	34.10%	42.59%	Error/ Not following Instructions
Credit-related	0.92 per 1000 credit accounts	255	251	N/A	N/A	58.96%	N/A