

Complaints Publication Report

Firm name: **Geo Underwriting Services Limited**

Group: N/A

Other firms included in this report (if any): None

Period covered in this report: **1 July 2019 – 31 December 2019**

Brands/trading names covered: listed below

	Number of complaints opened by volume of business						
Product / service grouping	Provision (at reporting period 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
Banking and credit cards	-	-	-	-	-	-	-
Home finance	-	-	-	-	-	-	-
Insurance and Pure protection	2.06 per 1000 policies in force	746	773	5%	92%	68%	General admin/customer service
Decumulation and pensions							
Investments	-	-	-	-	-	-	-
Credit related	-	-	-	-	-	-	-

Trading Names of Geo Underwriting Services Ltd: AIUA, Arista, Arista Insurance Services, Fusion, Fusion Insurance, Fusion Insurance Services, Geo Agriculture, Geo Commercial, Geo Personal Lines, Geo Private Clients, Geo Specialty, Geo Specialty Contractors Plant & Machinery, Geo Specialty Liability, Geo Specialty Political Violence, PA & Travel, Towergate Commercial, Towergate Liability and Construction, Towergate Personal Accident & Travel, Towergate Transportation.