

Complaints publication report

Firm name: Arthur J. Gallagher Insurance Brokers Ltd.

Group: (if applicable): Gallagher

Other firms included in this report (if any): Heath Lambert Ltd & Risk Services (NW) Ltd

 Period covered in this report: 1st July 2018 to 31st December 2018

Brands/trading names covered

	Number of complaints opened by volume of business								
Product/service grouping	Provision (at reporting period end date)	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 30 days	Percentage upheld	Main cause of complaints opened	
Banking and credit cards	per 1000 accounts	N/A							
Home Finance	per 1000 balances outstanding	per 1000 sales							
Insurance and pure protection	per 1000 policies in force	Per 2.72 1000 policies sold	635	631	68	28	55	Other general admin/customer service	
Decumulation and pensions	per 1000 policies in force	Per 1000 policies sold							
Investments	per 1000 client accounts	Per 1000 sales or equivalent transactions							
Credit related	(Recommended only) per 1000 accounts/loans	(Recommended only) per 1000 sales	24	22	N/A	N/A	77	N/A	

Note 1: When providing the appropriate information on the context of complaints, a firm should choose the metric which best reflects whether the majority of business undertaken by the firm involves the provision of products or services by the firm itself or intermediation. A firm should only

provide information on context in respect of either provision or intermediation, not both activities. 1
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Note 2: For provision, information on context should relate the number of complaints opened within the reporting period to the total volume of a firm's relevant business at the end date of the reporting period. This is likely to include accounts opened, loans provided, policies sold and funds and investments provided before the commencement of the relevant reporting period.

Note 3: For intermediation, information on context published by a firm should relate the number of complaints opened within the reporting period to the number of sales within the relevant reporting period only.

Note 4: It is recommended that firms publish appropriate information on context in respect of credit-related complaints. However, publication of this data is not mandatory. Note 5: When a firm publishes the 'main cause of complaints opened', this should be the cause category prompting the largest number of complaints for the relevant product/service grouping in Table 4 of Part A-2, DISP 1 Annex 1.