

report

Company Data - Union Reiseversicherung AG

Financial Conduct Authority Tables of figures for period 1 October 2017 - 31 March 2018

The FCA ask us to publish complaints data for 6 month periods. This is the information you'll see below.

Product / service grouping	Number of complaints opened by volume of business		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
	Provision (at reporting period end date)	Intermediation (within the reporting period)						
Insurance and pure protection (Travel) This period 1/10/2017 - 31/3/18	Not applicable	2.07 per 1000 policies sold	2653	2549	19%	43%	61%	Information, sums / changes or Product performance
Insurance and pure protection (Travel) Previous period 1/4/2017 - 30/9/17	Not applicable	1.22 per 1000 policies sold	1955	1754	17%	63%	40%	Information, sums / changes or Product performance
Insurance and pure protection (Travel) Previous period 1/10/16-31/3/17	Not applicable	1.7 per 1000 policies sold	1615	1341	7.5%	73%	57%	Information, sums / changes or Product performance

During the 6-month period ending 31 March 2018, Union Reiseversicherung AG received 2.07 complaints for every 1 thousand policies sold.

Relationship

Insurance is underwritten by Travel Insurance Facilities plc and insured by Union Reiseversicherung AG, UK Branch. Travel Insurance Facilities PLC are authorised and regulated by the Financial Conduct Authority. Union Reiseversicherung AG are authorised in Germany by BaFin and regulated in the United Kingdom by the Financial Conduct Authority.

tifgroup is a specialist travel insurance underwriting agency. It is the UK representative of Union Reiseversicherung AG (URV) – part of Germany’s largest banking group, Versicherungskammer Bayern Group.

Travel Insurance Facilities Plc Trading names

Cost Containment Facilities, Emergency Assistance Facilities, Protectif Medical Risk Rating, tifgroup, Travel Administration Facilities, Travel Claims Facilities, Travel Insurance Explained and Travellers Healthcheck.