

Complaints publication report

Company Data - Union Reiseversicherung AG

Financial Conduct Authority Tables of figures for period 1 October 2017 – 30 September 2019

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 1/4/2019 – 30/9/2019	Not applicable	0.83 per 1000 policies sold	1958	1827	33%	64%	68%	Other general admin / customer service
Insurance and pure protection (Travel) This period 1/10/2018 – 31/3/2019	Not applicable	1.47 per 1000 policies sold	1806	1985	19%	71%	72%	Other general admin / customer service
Insurance and pure protection (Travel) This period 1/4/2018 – 30/9/2018	Not applicable	1.41 per 1000 policies sold	3073	3364	29%	55%	73%	Other general admin / customer service
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 P r o d u c t performance

During the 6-month period ending 30 September 2019, Union Reiseversicherung AG received 0.83 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.