COMPLAINTS PUBLICATION REPORT

Firm Name: Ambant Limited.

Group: Not Applicable

Other firms included in this report:

Name	**Number of complaints**
Sure Thing Insurance Services Limited	546
Zeus Brokers Limited	1

Period Covered: 1 July 2018 to 31 December 2018

Brands/trading names covered:

Sure Thing

Sure Thing!

	No. of complaints opened by volume of business							
Product/service grouping	**Provision (at reporting period end)**	**Intermediation (within the reporting period)**	**No of complaints opened**	**No of complaints closed**	**% closed within 3 days**	**% closed after 3 days but within 8 weeks**	**% upheld**	**Main cause of complaints opened**
Banking and credit cards								
Home finance								
Insurance and pure protection		12.82 per 1000 policies sold	547	547	98.35	1.65	12.07	Disputes over sums / charges
Decumulation and pensions								
Investments								
Credit related								