

Firm name: Able Insurance Services Ltd

Group: (if applicable): Admiral Group Plc

Other firms included in this report (if any): n/a

Period covered in this report: 01/07/16 – 31/12/16

Brands/trading names covered: Gladiator, Admiral Van

	Number of complaints opened by volume of business						
Product Service grouping	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 8 weeks	Percentage upheld	Main cause of complaints opened
Insurance and pure protection	3.87	631	627	62%	38%	22%	Dispute over sums / charges
Credit related	1.06	46	46	N/A	N/A	26%	N/A