

Complaints Data Summary

Financial Conduct Authority half year reporting 01 July 2022 – 31 December 2022

Animal Friends is a trading name of Animal Friends Insurance Services Limited.

All complaints received related to Pet and Equine policies only.

Firm name: Animal Friends Insurance Services Limited.

Other firms covered in this report: None

Period covered: 01 July 2022 – 31 December 2022

Trading names covered: Animal Friends Insurance, Animal Friends

	Per 1000 Policies in force	Number of complaints open	Number of complaints closed	Percentage closed within 3 days	Percentage closed after 3 days but within 8 weeks	Percentage upheld in customers favour	Main cause of complaints opened
General Insurance and Pure protection	2.93	3334	3348	23.72%	76.16%	35.24%	Product performance / features

Information about our complaints

This table provides figures based on reportable complaints received during the last six months **01 July 2022 – 31 December 2022**.

We received an average of just 0.293% reportable customer complaints across all our policyholders for this period. The equates to 2.93 complaints for every 1000 policies in force.