

## Complaints Data Summary

### Financial Conduct Authority half year reporting 1<sup>st</sup> January 2018 – 30<sup>th</sup> June 2018

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

All complaints received relate to Pet and Equine policies only.

**Firm name:** Animal Friends Insurance Services Ltd

**Other firms covered in this report:** None

**Period covered:** 1<sup>st</sup> January 2018 – 30<sup>th</sup> June 2018

**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	3.4	2727	2684	7.3	92.7	23.8	Disputes over sums/charges

### Information about our complaints

This table provides figures based on reportable complaints received during the last six months 01<sup>st</sup> July 2017 – 31<sup>st</sup> December 2017

We received an average of just 0.34 % reportable customer complaints across all of our policyholders for this period. This equates to 3.4 complaints for every 1000 policies in force.