

Complaints Data Summary

Financial Conduct Authority half year reporting 01st July 2018 – 31st December 2018

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

All complaints received relate to Pet and Equine policies only.

Firm name: Animal Friends Insurance Services Limited.

Other firms covered in this report: None

Period covered: 01st July 2018 – 31st December 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	3.5	2921	2627	8.22%	91.70%	24%	Disputes over sums/charges

Information about our complaints

This table provides figures based on reportable complaints received during the last six months 01st July 2018 – 31st December 2018

We received an average of just 0.35 % reportable customer complaints across all of our policyholders for this period. This equates to 3.5 complaints for every 1000 policies in force.