

Complaints Data Summary

Financial Conduct Authority half year reporting 01 July 2024 – 31 December 2024

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: 1 July 2024 – 31 December 2024

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	3.36	3288	3048	24.99%	74.94%	31.33%	Information, sums/charges or product performance – Disputes over sums/charges