

## Complaints Data Summary

### Financial Conduct Authority half year reporting 1 January 2025 – 30 June 2025

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 January 2025 – 30 June 2025

**Trading names covered:** Animal Friends Insurance, Animal Friends

	Per 1000 Policies in Force	Per 1000 Policies Sold in 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 in customers Favour	Main Cause of complaints opened
General Insurance and Pure Protection	3.05	19.68	3055	2620	24.27%	75.45%	48.28%	Claim Related Complaints/Information, sums/charges or product performance – Disputes over sums/charges