

Complaints Data Summary

Financial Conduct Authority half year reporting 1 July 2025 – 31 December 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 July 2025 – 31 December 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	3.36	26.02	3482	3575	20.7%	79.10%	56.3%	Claim Related Complaints/Information, sums/charges or product performance – Product performance/features