

Complaints Data Summary

Financial Conduct Authority half year reporting 01 July 2021 - 31 December 2021

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: 01 July 2021 – 31 December 2021

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	2.94	3496	3976	7.32%	92.58%	46.50%	Product performance / features

Information about our complaints

This table provides figures based on reportable complaints received during the last six months 01 July 2021 – 31 December 2021.

We received an average of just 0.294% reportable customer complaints across all our policyholders for this period. The equates to 2.94 complaints for every 1000 policies in force.