

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	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	3.05	3055	2620	24.27%	75.45%	48.28%	Claim Related Complaints/Information, sums/charges or product performance – Disputes over sums/charges

Information about our complaints

This table provides figures based on reportable complaints received during the last six months 1 July 2024 – 31 December 2024. We received an average of just 0.305% reportable customer complaints across all our policyholders for this period. The equates to 3.05 complaints for every 1000 policies in force.