

## 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

### 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 0.336% reportable customer complaints across all our policyholders for this period. The equates to 3.36 complaints for every 1000 policies in force.