

## Complaints Data Summary

### Financial Conduct Authority half year reporting 01<sup>st</sup> July 2020 – 31<sup>st</sup> Dec 2020

Animal Friends is a trading name of Animal Friends Insurance Services Limited.

All complaints received relate to Pet and Equine policies only.

**Firm name:** Animal Friends Insurance Services Limited.

**Other firms covered in this report:** None

**Period covered:** 01<sup>st</sup> July 2020 – 31<sup>st</sup> Dec 2020

**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	3.34	3633	3461	3.50%	96.45%	36.95%	Product performance/features

### Information about our complaints

This table provides figures based on reportable complaints received during the last six months 01<sup>st</sup> July 2020 – 31<sup>st</sup> Dec 2020

We received an average of just 0.334 % reportable customer complaints across all our policyholders for this period. This equates to 3.34 complaints for every 1000 policies in force.