

Complaints Data Summary

Financial Conduct Authority half year reporting 01 January 2022 – 30 June 2022

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 January 2022 – 30 June 2022

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	3.16	3673	3401	30.64%	69.07%	39.81%%	Product performance / features

Information about our complaints

This table provides figures based on reportable complaints received during the last six months 01 January 2022 – 30 June 2022.

We received an average of just 0.316% reportable customer complaints across all our policyholders for this period. The equates to 3.16 complaints for every 1000 policies in force.