

## Complaints Data Summary

### Financial Conduct Authority half year reporting 1 January 2024 – 30 June 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 January 2024 – 30 June 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	3.83	3888	3657	23.16%	76.78%	31.47%	Information, Sums/ Charges Product performance/ features/Disputes over Sums and Charges

### Information about our complaints

This table provides figures based on reportable complaints received during the last six months **1 January 2024 – 30 June 2024**.

We received an average of just 0.383% reportable customer complaints across all our policyholders for this period. The equates to 3.83 complaints for every 1000 policies in force.