

Firm Name	Group	Other Firms included in this report	Period covered in this report	Brand/Trading Names covered
Pinnacle Insurance plc	Pinnacle Pet Group	N/A	July 2023 - December 2023	helpucover helpucover.co.uk Pinnacle Pet Healthcare Vet2Pet Everypaw

Product/Service Grouping	Number of complaints opened by volume of business		Number of Complaints Opened	Number of Complaints Closed	Percentage closed within 3 days	Percentage closed after 3 days but within 8 weeks	Percentage Upheld	Main cause of complaints opened
	Provision (at reporting period end date)	Intermediation (within the reporting period)						
Banking and Credit Cards								
Home Finance								
Insurance and Pure Protection	5.12	N/A	2698	2930	47.92%	51.02%	32.22%	Product Performance/Features
Decumulation and Pensions								
Investments								
Credit Related								