Firm Name	Group	Other Firms included in this report	Period covered in this report	Brand/Trading Names covered
Pinnacle Insurance plc	BNP Paribas	N/A	January 2017 to June 2017	Appliance Guard Cardif Pinnacle Cardif Pinnacle Warranty Services helpucover helpucover.co.uk Pinnacle Pet Healthcare Vet2Pet Lifelong Pet Insurance Dogs Only Insurance

CARDIF PINNACLE
A BNP PARIBAS company

Number of complaints opened by volume of business

Product/Service Grouping	Provision (at reporting period and date)	Intermediation (within the reporting period)	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
Banking and Credit Cards								
Home Finance								
Insurance and Pure Protection	4.97 (per 1000 policies in force)	N/A	2248	1933	47.34%	51.42%	21.99%	Product Performance/Features
Decumulation and Pensions								
Investments								
Credit Related								