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	July 2016 to Dec 2016	Appliance Guard Cardif Pinnacle Cardif Pinnacle Warranty Services helpucover helpucover.co.uk Pinnacle Pet Healthcare Vet2Pet Lifelong Pet Insurance Dogs Only Insurance

	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	4.9 (per 1000 policies in force)	N/A	2264	2304	46.09%	51.17%	20.18%	Product Performance/Features
Decumulation and Pensions								
Investments								
Credit Related								