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 2019 to June 2019	Appliance Guard Cardif Pinnacle Cardif Pinnacle Warranty Services helpucover helpucover.co.uk Pinnacle Pet Healthcare Vet2Pet Lifelong Pet Insurance Dogs Only Insurance everypaw

Product/Service Grouping	Number of complaints opened by volume of business							
	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	8.23 (per 1000 policies in force)	N/A	1949	1865	27.18%	71.85%	25.58%	Unclear Guidance/Arrangement
Decumulation and Pensions								
Investments								
Credit Related								