

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 2020 to December 2020	Appliance Guard Cardif Pinnacle Cardif Pinnacle Warranty Services helpucover helpucover.co.uk Pinnacle Pet Healthcare Vet2Pet Lifelong Pet Insurance Dogs Only Insurance Every paw

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	9.76	N/A	3316	3194	39.17%	58.02%	28.33%	Product Performance/Features
Decumulation and Pensions								
Investments								
Credit Related								