

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 2024 - December 2024	helpucover helpucover.co.uk Pinnacle Pet Healthcare Vet2Pet 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	4.62	N/A	2410	2388	41.71%	57.96%	27.89%	Disputes over sums/charges
Decumulation and Pensions								
Investments								
Credit Related								