

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	1 January 2025 - 30 June 2025	helpucover helpucover.co.uk Pinnacle Pet Healthcare Vet2Pet Every paw

		Number of complaints opened by volume of business						
Product/Service Grouping	Provision (at reporting period end 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	3.85	N/A	2817	2901	56.53%	43.33%	29.51%	Disputes over sums/charges
Decumulation and Pensions								
Investments								
Credit Related								