

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 2026 - 30th June 2026	helpucover helpucover.co.uk Vet2Pet

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	3.7	N/A	4068	3984	33.63%	66.24%	35.29%	Product Performance/Features
Decumulation and Pensions								
Investments								
Credit Related								