

| 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 2023 - December 2023     | helpucover<br>helpucover.co.uk<br>Pinnacle Pet Healthcare<br>Vet2Pet<br>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 | 5.12  | N/A  | 2698                        | 2930                        | 47.92%                          | 51.02%  | 32.22%            | Product Performance/Features    |
| Decumulation and Pensions     |   |  |                             |                             |                                 |   |                   |                                 |
| Investments                   |   |  |                             |                             |                                 |   |                   |                                 |
| Credit Related                |   |  |                             |                             |                                 |   |                   |                                 |