

## Complaints Publication Report

Firm name: Forsakringsaktiebolaget Agria (publ)

Group: (if applicable): N/A

Other firms included in this report (if any): N/A

Period covered in this report: 1<sup>st</sup> July 2024 to 31<sup>st</sup> December 2024

Brands/trading names covered: Agria Pet Insurance, The Royal Kennel Club, Lloyds Pet Insurance

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)						
Insurance and pure protection – Pet Insurance	per 1000 policies in force 2.87	per 1000 policies sold N/A	674	690	69%	31%	16%	Disputes over sums / charges

Firm name: Agria Pet Insurance Ltd

Group: (if applicable): N/A

Other firms included in this report (if any): N/A

Period covered in this report: 1<sup>st</sup> July 2024 to 31<sup>st</sup> December 2024

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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)						
Insurance and pure protection – Pet Insurance	per 1000 policies in force 0.62	per 1000 policies sold 3.65	145	148	59%	40%	65%	Other general admin / customer service