Complaints publication report
Firm name:
Group (if applicable):
Other firms included in this report (if any):
Period covered in this report:
Brands / trading names covered:

Scottish Widows Limited
Lloyds Banking Group
None
1st January to 30th June 2021
Scottish Widows Limited; Clerical Medical

	Number of complain	ts opened by volumes						
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 & pure protection	1.18		1,347	1,258	19%	53%	78%	General Admin / Customer Services
Decumulation & pensions	1.37		5,944	5,985	23%	46%	85%	General Admin / Customer Services
Investments	11.66		1,498	1,481	22%	31%	90%	General Admin / Customer Services
<u>Credit Related</u>								