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 July to 31st December 2021
Scottish Widows Limited; Hallfax Financial Services; Clerical Medical

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	Number of complaints 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	1.30		1,468	1,514	17%	62%	75%	General Admin / Customer Services
Decumulation & pensions	1.61		7,102	7,249	17%	60%	85%	General Admin / Customer Services
<u>Investments</u>	15.84		1,968	1,895	13%	44%	92%	General Admin / Customer Services
<u>Credit Related</u>								