## Complaints publication report

Firm name:
Group (if applicable):
Other firms included in this report (if any):
Period covered in this report:

Scottish Widows Limited
Lloyds Banking Group
None
1st July to 31st December 2019

Brands / trading names covered:

Scottish Widows; Clerical Medical

	Number of comp	plaints opened by						
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	0.81		944	966	52%	40%	60%	General admin / customer service
Decumulation & pensions	0.83		3,507	3,434	50%	47%	73%	General admin / customer service
<u>Investments</u>	5.88		899	908	53%	42%	65%	General admin / customer service
<u>Credit Related</u>								