



## Complaints Publication Report

**Firm name:** Lloyds TSB General Insurance Limited

**Group:** Lloyds Banking Group

**Other firms included in this report:** None

**Period covered in this report:** 01 January 2011 to 30 June 2011

**Brands/trading names covered:** The following firms/brands market or have marketed products provided or underwritten by Lloyds TSB General Insurance:

Lloyds TSB Insurance; C&G; Halifax Intermediaries; Assurant; U-insure; Pearl; Britannic; AA; SAGA; Kwik Fit; Heath Lambert; Budget; Dial; Post Office; Click; Yes; More Than; Quote Mart; Argos, Halifax; Bank of Scotland

1	A	B	C	D	E
	Product category	Number of complaints opened	Number of complaints closed	Complaints closed within 8 weeks (%)	Closed complaints upheld by firm (%)
2	Banking				
3	Home finance				
4	General insurance and pure protection	2700	2502	93%	56%
5	Decumulation, life and pensions				
6	Investments				

To help you put the above figures into context:

- For every £1 million of annual gross premium income received from general insurance and pure protection products we reported 4 complaints.
- Lloyds TSB General Insurance does not offer banking; home finance; decumulation life and pension; or investment products.