

Complaints Publication Report

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Firm name: Black Horse Limited  
 Group (if applicable): Lloyds Banking Group  
 Other firms included in this report (if any): None  
 Period covered in this report: 1st January to 30th June 2020

Brands / trading names covered: Black Horse

Product/Service Grouping	Number of complaints opened by		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)						
<u>Banking and Credit Cards</u>								
<u>Home Finance</u>			17	13	31%	69%	0%	Information, sums / charges or product performance
<u>Insurance &amp; pure protection</u>	3,993,882.35		67,896	60,518	0%	2%	55%	Advising, selling and arranging
<u>Decumulation &amp; pensions</u>								
<u>Investments</u>								
<u>Credit Related</u>	4.97		4,087	3,467	N/A	N/A	51%	N/A