Complaints Publication Report

Complaints publication report

Firm name: Halifax Share Dealing Ltd

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: Halifax Share Dealing Limited; Bank of Scotland Share Dealing; IWeb Share Dealing; Lloyds Bank Direct Investments

	Number of complaints 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								
Decumulation & pensions	7.07		34	26	46%	50%	50%	General admin / customer service
Investments	1.50		1,218	1,153	76%	23%	39%	General admin / customer service
Credit Related								