

Complaints Publication Report

Complaints publication report

Firm name: Lloyds Bank General Insurance 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: Lloyds Bank Insurance; C&G, Halifax; Bank of Scotland; KeyConnect; Elephant; Pearl; Britannic; AA; SAGA, Budget; Dial; Post Office; More Than; Hastings

| 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> | | | | | | | | |
| <u>Insurance & pure protection</u> | 3.28 | | 8,040 | 8,335 | 36% | 47% | 53% | General admin / customer service |
| <u>Decumulation & pensions</u> | | | | | | | | |
| <u>Investments</u> | | | | | | | | |
| <u>Credit Related</u> | 0.01 | | 3 | 4 | N/A | N/A | 75% | N/A |