

Complaints Publication Report

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Firm name: Lloyds Bank PLC
 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 PLC; Black Horse Specialist Mortgages; Lloyds Bank; Lloyds Bank Business Banking; Lloyds Bank Cardnet; Lloyds Bank Commercial Banking; Lloyds Bank Premier Banking; Lloyds Bank Private Banking; Lloyds Bank Specialist Mortgage Solutions; Lloyds Bank Trust Card; MBNA; Mayfair Private Banking; Scottish Widows Bank

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>	3.12		97,634	89,553	46%	47%	56%	General admin / customer service
<u>Home Finance</u>	7.31		4,519	4,563	54%	31%	58%	General admin / customer service
<u>Insurance & pure protection</u>	141.91		190,392	227,598	2%	8%	60%	Advising, selling and arranging
<u>Decumulation & pensions</u>	0.47		126	146	3%	81%	10%	Advising, selling and arranging
<u>Investments</u>	3.17		1,351	1,403	15%	71%	47%	Advising, selling and arranging
<u>Credit Related</u>	5.74		5,577	5,358	N/A	N/A	52%	N/A