## Complaints publication report

Firm name:
Group (if applicable):
Other firms included in this report (if any):
Period covered in this report:

MBNA Limited
Lloyds Banking Group

None 1st January to 30th June 2020

Brands / trading names covered: MBNA Limited; NUBA Limited

	Number of comp	plaints 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	3.09		10,263	9,538	55%	40%	46%	General admin / customer service
Home Finance								
Insurance & pure protection	4.61		19,444	139,749	1%	13%	51%	Advising, selling and arranging
Decumulation & pensions								
<u>Investments</u>								
<u>Credit Related</u>								