## Complaints Publication Report

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

	Scottish Widows Limited
	Lloyds Banking Group
Î	None

1st January to 30th June 2020

Brands / trading names covered:

Scottish Widows Limited; Clerical Medical

	Number of comp	laints opened by						
Product/Service Grouping	<u>Provision (at</u> reporting period end date)	Intermediation (within the reporting period)	<u>Number of</u> complaints opened	<u>Number of</u> complaints closed	<u>Percentage closed</u> within 3 days	Percentage closed after 3 days but within 8 weeks	Percentage upheld	<u>Main cause of</u> complaints opened
Banking and Credit Cards								
Home Finance								
Insurance & pure protection	0.75		857	845	43%	43%	72%	General admin / customer service
Decumulation & pensions	1.01		4,310	4,239	39%	48%	69%	General admin / customer service
Investments	5.37		785	751	47%	33%	73%	General admin / customer service
Credit Related								