Complaints Publication Report

Complaints publication report

Firm name: St Andrew's Insurance 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: St Andrew's; Halifax; Bank of Scotland (BOS); Sainsbury's

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)						
Banking and Credit Cards								
Home Finance								
Insurance & pure protection	9.10		3,826	3,211	10%	19%	55%	Advising, selling and arranging
Decumulation & pensions								
Investments								
Credit Related								