## Complaints Publication Report

**Complaints publication report**

Firm name: The Mortgage Business 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: TMB

| Product/Service Grouping | Number of complaints opened by: Provision (at reporting period end date) | Number of complaints opened by: 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 | | | | | | | | |
| Home Finance | 21.55 | | 693 | 708 | 56% | 31% | 44% | Arrears related |
| Insurance & pure protection | | | | | | | | |
| Decumulation & pensions | | | | | | | | |
| Investments | | | | | | | | |
| Credit Related | | | | | | | | |