Complaints Publication Report

Complaints publication report

Firm name:	Halifax Share Dealing Ltd
Group (if applicable):	Lloyds Banking Group
Other firms included in this report (if any):	None
Period covered in this report:	1st July to 31st December 2020
Brands / trading names covered:	Halifax Share Dealing Limited; IWeb Share Dealing; Lloyds Bank Direct Investments; Bank of Scotland Share Dealing

	Number of complaints opened by volumes							
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								
Home Finance								
Insurance & pure protection								
Decumulation & pensions	5.74		29	34	53%	32%	47%	Information, Sums / Charges or Product Performance
Investments	1.76		1,479	1,461	68%	27%	36%	General Admin / Customer Services
Credit Related								