

Complaints Publication Report

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Firm name: Lex Autolease 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: Lex Autolease Ltd; Shogun Vehicle Leasing; Autolease; Autolease Finance; Autolease Fleets; Black Horse; Black Horse Contract Hire; Blackhorse Contract Hire; Business Partner; Car Select; cars4staff; Great Wall Contract Hire; Great Wall Personal Contract Hire; Honda Contract Hire; Isuzu Contract Hire; Isuzu Personal Contract Hire; Jaguar Contract Hire; Land Rover Contract Hire; Lex Autolease; Lex Autolease CarSelect; Mazda Contract Hire; Subaru Contract Hire; Subaru Personal Contract Hire; Suzuki Contract Hire; Suzuki Personal Contract Hire; Volvo Car Leasing

Product/Service Grouping	Number of complaints opened by volumes							
	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								
Investments								
Credit Related	51.31		4,316	4,068	N/A	N/A	73%	N/A