Complaints Publication Report

Complaints publication report

Firm name:	MBNA Limited
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:	MBNA Limited; nuba

	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	3.34		11,195	12,025	49%	32%	48%	General Admin / Customer Services
Home Finance								
Insurance & pure protection	1.63		6,871	81,162	1%	4%	25%	Advising, Selling & Arranging
Decumulation & pensions								
Investments								
Credit Related								