Complaints publication report Firm name: Group (if applicable): Other firms included in this report (if any): Period covered in this report: Brands / trading names covered:

Scottish Widows Administration Services					
Lloy	yds Banking Group				
Nor	ne				
1st	July to 31st December 2020				
Sco	ttish Widows Administration Services Limited				

	Number of complain	ts opened by volumes						
Product/Service Grouping	Provision (at reporting period end date)	<u>Intermediation (within</u> the reporting period)	Number of complaint <u>s</u> opened	<u>Number of complaints</u> closed	<u>Percentage closed</u> within 3 days	Percentage closed after 3 days but within <u>8</u> weeks	Percentage upheld	<u>Main cause of</u> complaints opened
Banking and Credit Cards								
Home Finance								
Insurance & pure protection								
Decumulation & pensions	0.80		530	524	10%	85%	85%	General Admin / Customer Services
Investments	2.92		2	2	50%	50%	100%	General Admin / Customer Services
Credit Related								