Complaints Publication Report

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 Limited
Lloyds Banking Group
None
1st July to 31st December 2020
Scottish Widows Limited; Clerical Medical

	laints open	

	Number of complain	ts 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	0.93		1,053	1,008	30%	48%	77%	General Admin / Customer Services
Decumulation & pensions	1.12		4,816	4,562	31%	39%	79%	General Admin / Customer Services
<u>Investments</u>	6.78		954	950	29%	43%	77%	General Admin / Customer Services
<u>Credit Related</u>								