Complaints Publication Report

Complaints publication report

Firm name:	Scottish Widows 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:	Scottish Widows Limited; Clerical Medical

	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	0.91		1,035	1,008	30%	48%	77%	General Admin / Customer Services
Decumulation & pensions	1.11		4,770	4,562	31%	39%	79%	General Admin / Customer Services
Investments	6.71		943	950	29%	43%	77%	General Admin / Customer Services
Credit Related								