

Complaints Publication Report

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Firm name: Lloyds Bank PLC
 Group (if applicable): Lloyds Banking Group
 Other firms included in this report (if any): None
 Period covered in this report: 1st January to 30th June 2021
 Brands / trading names covered: Lloyds Bank PLC; Lloyds DCNSP; MBNA; Mayfair Private Banking; Scottish Widows Bank; Lloyds Bank; Lloyds Bank Business Banking; Lloyds Bank Cardnet; Lloyds Bank Commercial Banking; Lloyds Bank Premier Banking; Lloyds Bank Private Banking; Lloyds Bank Specialist Mortgage Solutions; Lloyds Bank Trust Card; Black Horse Specialist Mortgages

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
<u>Banking and Credit Cards</u>	2.70		85,935	93,456	46%	35%	61%	General Admin / Customer Services
<u>Home Finance</u>	8.60		4,830	5,026	60%	34%	58%	General Admin / Customer Services
<u>Insurance & pure protection</u>	5.63		6,757	7,173	12%	27%	41%	Advising, Selling & Arranging
<u>Decumulation & pensions</u>	0.48		121	123	14%	74%	25%	Advising, Selling & Arranging
<u>Investments</u>	2.99		1,167	1,211	23%	68%	30%	Advising, Selling & Arranging
<u>Credit Related</u>	5.85		5,949	5,879	N/A	N/A	55%	N/A