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 January to 30th June 2021
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	1.21		1,377	1,258	19%	53%	78%	General Admin / Customer Services
Decumulation & pensions	1.40		6,095	5,985	23%	46%	85%	General Admin / Customer Services
Investments	12.23		1,570	1,481	22%	31%	90%	General Admin / Customer Services
Credit Related								