## Complaints Publication Report

**Complaints publication report**

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|---|---|
| Firm name: | St Andrew's Insurance 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: | St Andrew's Insurance Plc |

| | 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 | 2.64 | | 995 | 1,067 | 21% | 57% | 49% | General Admin / Customer Services |
| Decumulation & pensions | | | | | | | | |
| Investments | | | | | | | | |
| Credit Related | | | | | | | | |