

Complaints Publication Report

Complaints publication report

Firm name: Black Horse 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:

Black Horse Limited; Indian Motorcycle Finance; Swift Advance; Triumph TriStar; Aprilia Finance; Aprilia Freedom Plan; autoloan; Autoloan for Leisure; AutoRate; Autorate from Black Horse; Bikerloan; Black Horse; Black Horse Autorate; Black Horse Caravan and Motorhome Finance; Black Horse Finance Direct; Black Horse Fleet Finance; Black Horse Home Improvement; Black Horse Motorcycle Finance; Black Horse Motorhome Finance; Black Horse Retail Finance; Black Horse Taxi Finance; Buell Finance; CarSelect; Derbi Easy Financial Services; Ducati Finance; Dunn & Co; Eloan; Finance Direct; Fowlers Finance; Gilera Freedom Plan; Great Wall Finance; Halifax; Harley-Davidson Finance; Isuzu Finance; Jaguar Financial Services; K-care Finance; Kawasaki Finance; KTM Financial Service; Kymco Finance; Land Rover Financial Services; Leisuroloan; Letsuconnect; Lloyds TSB CarSelect; Loanmaster; Lotus Finance; Moneymaster; Moto Guzzi Freedom Plan; Peugeot Motorcycle Finance; Peugeot Scooter Finance; Piaggio Easy Financial Services; Piaggio Freedom; Piaggio Freedom Plan; Ride On Finance; Rider Advantage; Rider Loan; Rider Preference; Rider Purchase; Scm; Streetbike Finance; Subaru Finance; Suzuki Care; Suzuki Finance; Triumph Motorcycle Finance; Vespa Freedom Plan; Warranty Holdings Finance; Black Horse Caravan Finance; Black Horse Finance; Black Horse Motor And Leisure; Black Horse Motor Finance; Black Horse Personal Finance

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>								
<u>Home Finance*</u>	0.00		9	7	14%	43%	43%	General Admin / Customer Services
<u>Insurance & pure protection</u>	722,625.00		5,781	9,998	1%	11%	73%	Advising, Selling & Arranging
<u>Decumulation & pensions</u>								
<u>Investments</u>								
<u>Credit Related</u>	5.88		4,706	4,737	N/A	N/A	61%	N/A

*Provision figure showing as zero as Black Horse Ltd no longer has any live secured lending agreements.